

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

---

*In the Matter of:*

Freehold Trailer/Lafayette  
Station  
Freehold, New Jersey  
(A. Richard Gatto, Petitioner)

Docket No. A2011-19

---

**NOTICE OF UNITED STATES POSTAL SERVICE**  
(July 7, 2011)

By means of Order No. 754 (June 28, 2011), the Postal Regulatory Commission docketed correspondence from customers of the Freehold Trailer in Freehold, New Jersey, assigning PRC Docket No. A2011-19 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 4, set July 7, 2011 as the date by which “[t]he Postal Service shall file the administrative record regarding this appeal” or “any responsive pleading to this Notice.” This pleading responds to that directive.

As an initial matter, this appeal concerns the discontinuance of a station, which is a retail unit subordinate to a Post Office. See Publication 32, Glossary of Postal Terms (updated through April 2011) at 176 (defining postal station); *Wilson v. United States Postal Service*, 441 F. Supp. 803, 806-807 (C.D. Cal. 1977) (recognizing the situation where a “station or branch is ... subordinate to another Post Office”). In the Postal Service’s view, the discontinuance of the Freehold Trailer does not require an official administrative record conforming to

Post Office discontinuance regulations in 39 CFR Part 241.3 and Handbook PO-101 because the Freehold Trailer is not a Post Office.<sup>1</sup> Nonetheless, the Postal Service submits as Exhibit 1 the attached administrative record,<sup>2</sup> which documents how Postal Service management considered the various effects of the instant discontinuance action on customers, employees, and the community.

The Postal Service also notes that the procedural requirements of 39 U.S.C. § 404(d) do not apply because the discontinuance of the Freehold Trailer does not qualify as a closure envisioned by 39 U.S.C. § 404(d). As recognized in PRC Docket No. A2010-3, the section 404(d) procedural requirements apply only where postal customers lose access to postal services, and postal customers do not lose access to postal services where alternate retail facilities are located in “close proximity” to the discontinued station. See Order No. 477, PRC Docket No. A2010-3 (June 22, 2010) at 7-8. In this case, customers will continue to have access to the Freehold Post Office, located approximately 2.2 miles from the Freehold Trailer. See Exhibit 2 (printout from “Locate a Post Office” on [USPS.Com](http://USPS.Com)).<sup>3</sup> Customers may obtain some postal services from expanded access options, including the four stamp consignment sites located within one-

---

<sup>1</sup> The Postal Service understands that 39 U.S.C. § 404(d) does not extend to the review of Postal Service decisions regarding the discontinuance of stations and branches. See *generally* Reply Brief of the United States Postal Service (December 16, 2009), section III (pp. 6-12), PRC Docket No. N2009-1; Comments of United States Postal Service Regarding Jurisdiction Under (Current) Section 404(d), PRC Docket No. A2010-3 (April 19, 2010). In this matter, Petitioner does not allege facts that constitute a condition precedent to any jurisdiction of the Commission under section 404. 39 U.S.C. § 404(d)(5).

<sup>2</sup> As set forth in its Application for Non-Public treatment, filed concurrently with this Notice as Exhibit 4, the Postal Service files a non-public version of the administrative record under seal to protect certain commercial information of the Postal Service, as well as personal identifiable information of individual customers.

<sup>3</sup> Exhibit 2 uses the term “Post Office” for retail units staffed by postal employees, thus including stations, branches and Post Offices.

third of a mile from the Freehold Trailer – Mail and Shipping Center LLC, CVS, Postage Bin, and Wells Fargo Bank – and Stamps By Mail®. See Exhibit 3 (printout from “Locate a Post Office” on [USPSEVERYWHERE.Com](http://USPSEVERYWHERE.Com)).

Accordingly, due to the close proximity of other postal facilities and the presence of expanded access options, the discontinuance of the Freehold Trailer will not cause postal customers to lose access to postal services, and the section 404(d) procedures do not apply.

Even assuming the section 404(d) requirements were applied to the discontinuance of the Freehold Trailer, the Postal Service satisfied the salient provisions of section 404(d). On October 7, 2009, the Postal Service distributed questionnaires to customers notifying them of the possible discontinuance of the Freehold Trailer, and inviting comments on the potential change to the postal retail network. Exhibit 1 (Administrative Record) at Item No. 10. The Postal Service made these questionnaires available over the counter for retail customers who did not receive mail delivery through the Freehold Trailer. *Id.* Through this notification, the Postal Service furnished customers with well over 60 days’ notice of the Postal Service’s intention to consider discontinuance of the facility. The Postal Service received 184 customer responses to the questionnaires. *Id.* Upon making the final decision to discontinue the Freehold Trailer, the Postal Service announced its decision publicly through a letter to customers dated May 25, 2011. See Petition for Review Regarding the Lafayette Postal Trailer-Freehold, NJ 07728, PRC Docket No. A2011-19 (June 23, 2011), Exhibit 1.

The Postal Service further considered all of the pertinent criteria of section 404(d), including the effect on postal services, the community, and employees, and the economic savings arising from the discontinuance. Exhibit 1 at Item No. 10. Customers notified the Postal Service of their concerns related to postal services, including the conditions of other nearby postal facilities, the quality of service, and the security of the mail; the community, including the effect on senior citizens and the facility's location in the county seat; and employees. *Id.* As reflected in the administrative record, the Postal Service considered these concerns during the decision-making process. See *id.* With respect to economic savings, the Postal Service developed an assessment of the costs that serve as a basis for its estimate of economic savings. *Id.* at Item No. 11.

In its responses to customer questionnaires, the Postal Service addressed customer concerns about obtaining services from a different postal retail location. Specifically, the Postal Service informed customers that after the discontinuance of the Freehold Trailer, they would have a choice of carrier delivery or Post Office Box service. *Id.* at Item No. 9. It also explained that while a change of address is necessary for those customers choosing carrier delivery service, customers choosing Post Office Box service could retain their existing addresses. *Id.* In addition, the Postal Service identified the numerous retail service options available to customers, including the Freehold Post Office located within 2.5 miles of the Freehold Trailer, and the ability to purchase stamps by telephone, through the internet, or at stamp consignment locations listed at [www.usps.com](http://www.usps.com). *Id.* at Item Nos. 9-10.

In summary, the Postal Service submits the attached documentation in support of the foregoing discussion.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business

Kenneth N. Hollies  
James M. Mecone

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 268-6525; Fax -6187  
July 7, 2011

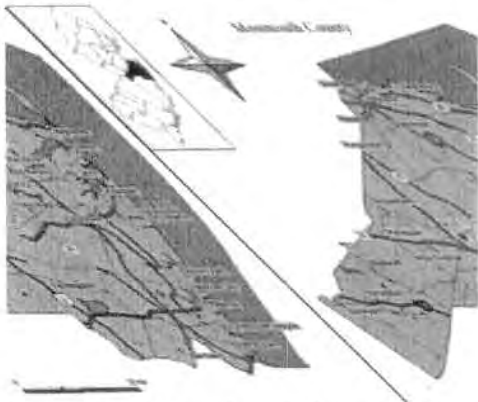
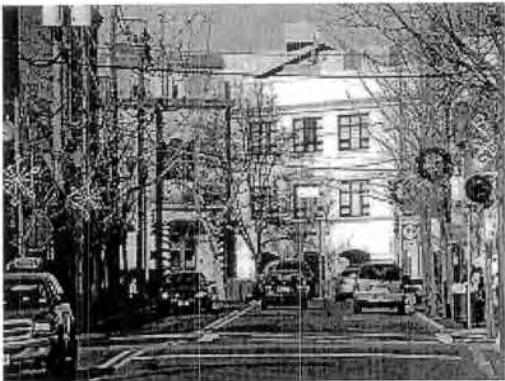
# **EXHIBIT 1**

# Freehold Borough, New Jersey

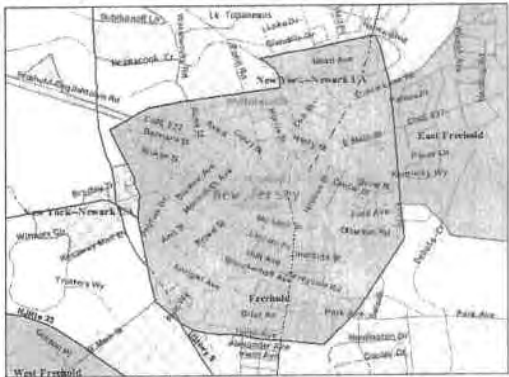
stable.toolserver.org/geohack/geohack.php?pagename=Freehold\_Borough,\_New\_Jersey&params=40\_15\_32\_N\_74\_16\_31\_W (http://stable.toolserver.org/geohack/geohack.php?pagename=Freehold\_Borough,\_New\_Jersey&params=40\_15\_32\_N\_74\_16\_31\_W) From Wikipedia, the free encyclopedia

## Borough of Freehold, New Jersey

— Borough —



Map of Freehold Borough in Monmouth County. Inset: Location of Monmouth County highlight



Census Bureau map of Freehold Borough, New Jersey

Coordinates:

40°15'32"N 74°16'31"W ([http://stable.toolserver.org/geohack/geohack.php?pagename=Freehold\\_Borough,\\_New\\_Jersey&para](http://stable.toolserver.org/geohack/geohack.php?pagename=Freehold_Borough,_New_Jersey&para))

Country  
- Land  
State  
- Water  
County

United States  
2.0 sq mi (5.2 km<sup>2</sup>)  
New Jersey  
0.0 sq mi (0.0 km<sup>2</sup>)  
Monmouth

Population<sup>[2]</sup>

March 23, 1969

Population<sup>[3]</sup>

- Type

Borough (New Jersey)

- Density

5,541/sq mi (2,124.0/km<sup>2</sup>)

Time zone

Eastern (EST) (UTC-5)

- Total

2.0 sq mi (5.2 km<sup>2</sup>)

Also see: Freehold Township.

- Summer (DST)	EDT (UTC-4)
ZIP code	07728
Area code(s)	732
FIPS code	34-25200 <sup>[4][5]</sup>
GNIS feature ID	0885226 <sup>[6]</sup>
Website	<a href="http://www.freeholdboro.org">http://www.freeholdboro.org</a>

**Freehold Borough** is a Borough in Monmouth County, New Jersey, United States. As of the United States 2000 Census, the borough population was 10,976. It is the county seat of Monmouth County<sup>[7]</sup>. Freehold Borough is considered to be part of the New York metropolitan area.

What is now Freehold Borough was originally incorporated as a town by an Act of the New Jersey Legislature on March 25, 1869, from portions within Freehold Township. The town became independent of the township in 1888. On April 15, 1919, Freehold was incorporated as a borough, including all of Freehold and additional portions of Freehold Township, based on the results of a referendum held on July 8, 1919. Additional portions of the Freehold Township were annexed on September 7, 1926.<sup>[8]</sup>

## Contents

- 1 Geography
- 2 Demographics
- 3 Government
  - 3.1 Local government
  - 3.2 Federal, state and county representation
- 4 Education
- 5 History
- 6 Transportation
  - 6.1 Freehold Circle
- 7 Notable natives
- 8 See also
- 9 References
- 10 External links

## Geography

Freehold is located at 40°15′37″N 74°16′32″W﻿(/﻿http://stable.toolserver.org/geohack/geohack.php?pname=Freehold\_Borough,\_New\_Jersey&params=40.260143\_N\_-74.275428\_E\_type:city\_region:US﻿ ( 40.260143, -74.275428)<sup>[9]</sup> It is situated in the heart of Monmouth County and is located approximately 45 miles south of New York City and 60 miles northeast of Philadelphia, PA. Freehold Borough is also about 20 miles west of Asbury Park on the Jersey Shore.

According to the United States Census Bureau, the borough has a total area of 2.0 square miles (5.2 km<sup>2</sup>), all of it



and.

Freehold Borough has an elevation of 100 feet above sea level (according to a sign on West Main Street). 07728

Docket No. \_\_\_\_\_  
Item No. 3  
Page 3 of 5

Demographics

As of the census<sup>[4]</sup> of 2000, there were 10,976 people, 3,695 households, and 2,571 families residing in the borough. The population density was 5,501.1 people per square mile (2,118.9/km<sup>2</sup>). There were 3,821 housing units at an average density of 1,915.1/sq mi (737.6/km<sup>2</sup>). The racial makeup of the borough was 71.02% White, 15.83% Black, 0.55% Native American, 2.45% Asian, 0.02% Pacific Islander, 6.64% from other races, and 3.49% from two or more races. Hispanic or Latino of any race were 28.07% of the population.

There were 3,695 households out of which 32.8% had children under the age of 18 living with them, 49.0% were married couples living together, 14.2% had a female householder with no husband present, and 30.4% were non-families. 24.3% of all households were made up of individuals and 10.6% had someone living alone who was 65 years of age or older. The average household size was 2.96 and the average family size was 3.39.

In the borough the population was spread out with 24.8% under the age of 18, 10.9% from 18 to 24, 34.4% from 25 to 44, 19.3% from 45 to 64, and 10.7% who were 65 years of age or older. The median age was 33 years. For every 100 females there were 106.3 males. For every 100 females age 18 and over, there were 102.7 males.

The median income for a household in the borough was \$48,654, and the median income for a family was \$53,374. Males had a median income of \$35,855 versus \$30,377 for females. The per capita income for the borough was \$16,010. About 7.7% of families and 12.0% of the population were below the poverty line, including 13.8% of those under age 18 and 9.2% of those age 65 or over.

Historical populations		
Census	Pop.	%±
1930	6,894	—
1940	6,952	0.8%
1950	7,550	8.6%
1960	9,140	21.1%
1970	10,545	15.4%
1980	10,020	−5.0%
1990	10,742	7.2%
2000	10,976	2.2%
Est. 2007	11,465 <sup>[3]</sup>	4.5%
Population 1930 - 1990 <sup>[10]</sup>		

Government

Local government

Freehold operates under the Borough form of New Jersey municipal government, and is governed by a mayor and a six-member borough council. The mayor is directly elected by the voters to a four-year term of office. Borough council members serve three-year terms on a staggered basis, with two seats coming up for election each year.<sup>[1]</sup> The governing body is empowered to adopt local ordinances and pass resolutions. The governing body conducts all of its business during monthly meetings open to the public.

The Mayor of Freehold Borough is Michael Wilson (elected in 1985, and the longest-serving mayor in Freehold Borough history).<sup>[11]</sup> Members of the Freehold Borough Council are Council President Marc LeVine, Michael J. DiBenedetto, Kevin A. Kane, George Schnurr, Sharon Shutzer and Jaye Sims.<sup>[12]</sup>



The Monmouth County Court House

Feueral, state and county representation

Freehold Borough is in the 4th Congressional District and is part of New Jersey's 12th Legislative District.<sup>[13]</sup> New Jersey's Fourth Congressional District, covering portions of Burlington County, Mercer County, Monmouth

County and Ocean County, is represented by Christopher Smith (R). New Jersey is represented in the Senate by Frank Lautenberg (D, Cliffside Park) and Bob Menendez (D, Hoboken).

For the 2008-2009 Legislative Session, the 12th legislative district of the New Jersey Legislature is represented in the State Senate by Jennifer Beck (R, Red Bank) and in the Assembly by Caroline Casagrande (R, Colts Neck Township) and Declan O'Scanlon (R, Little Silver).<sup>[14]</sup> The Governor of New Jersey is Jon Corzine (D, Hoboken).<sup>[15]</sup>

Monmouth County is governed by a five-member Board of Chosen Freeholders. As of 2009, Monmouth County's Freeholders are Freeholder Director Barbara J. McMorrow (D, Freehold Township), Freeholder Deputy Director John D'Amico, Jr. (D, Oceanport), Lillian G. Burry (R, Matawan), Robert D. Clifton (R, Matawan) and Amy A. Mallet (D, Fair Haven).<sup>[16]</sup>

Docket No. 07728

Item No. 3

Page 4 of 5

## Education

Freehold Borough's nearly 1,400 students in public school for grades pre-K through 8 attend the Freehold Borough Schools. Schools in the district (with 2005-06 school enrollment data from the National Center for Education Statistics<sup>[17]</sup>) are Freehold Learning Center (<http://www.freeholdboro.k12.nj.us/FLCPrinLetter.cfm>) Pre-K through grade 5 (515 students), Park Avenue Elementary School (<http://www.freeholdboro.k12.nj.us/PAS.html>) K - 5 (423 students) and Freehold Borough Intermediate School (<http://www.freeholdboro.k12.nj.us/fis/home.html>) grades 6 - 8 (381 students).

Students in public school for grades 9-12 attend Freehold High School, as part of the Freehold Regional High School District. The Freehold Regional High School District (FRHSD) also serves students from Colts Neck Township, Englishtown, Farmingdale, Freehold Township, Howell Township, Manalapan Township and Marlboro.<sup>[18]</sup> FRHSD also has a set of specialized learning programs, each one focusing on a certain topic (business, engineering, cooking, etc.) and is for students who are talented in that topic and wish to study it in college.

Freehold Borough was awarded a research grant in 2004 by the National Institute of Justice, a research branch of the United States Department of Justice. The grant was entitled "Teacher-Parent Authentication Security System II: The Next Generation of Iris Recognition Technology in Schools" and was awarded to the Freehold Borough Board of Education in the amount of US\$369,998.

## History

Freehold was originally named Monmouth County Courthouse. In 1714, John Reid, the first Surveyor General of East Jersey, wanted the county seat located in Freehold Township and thus sold the property to the Board of Chosen Freeholders at a bargain price, what may have been the deciding factor in Freehold's competition with Middletown and Shrewsbury for the site. In return for the heavily-discounted price, Reid placed a restrictive covenant in the deed that, should the property ever cease being used as a courthouse, ownership would revert back to the Reid family. Direct descendants of John Reid still reside in Freehold Township.<sup>[19]</sup>



Diner in Freehold

Freehold Borough also has a relatively unknown connection with the bicycle. Due to the large quantity of bicycles once produced in Freehold in the 1880s and 1890s, the town was known as the "Bicycle Capital of the World." The borough is home to the "Bicycle Museum" located on Main Street just across the street from Rita's Italian Ice and the fire department.<sup>[20]</sup>

## Transportation

U.S. Route 9 passes through Freehold Borough, as do Route 33 Business, Route 79, County Route 522 and County

Route 537. The Henry Hudson Trail runs north along an abandoned rail line to Matawan.

New Jersey Transit buses serve the Port Authority Bus Terminal in Midtown Manhattan on the 131, 135 and 139 routes, Newark on the 67, Jersey City on the 64 and 67 lines, and local service on the 833 and 836 routes. 307 has service between Freehold and Six Flags Great Adventure. <sup>[21]</sup>

Docket No. 07728  
Item No. 3  
Page 50f5

**Freehold Circle**

**Freehold Circle** was located near the western boundary of Freehold Borough near the Freehold Raceway. The circle carried traffic between US 9, Business Route 33 and Manalapan Avenue (CR 24); it was eliminated in the 1980s due to the increased traffic load caused by a boom in commercial and residential development. Most notable of the commercial development is the Freehold Raceway Mall, which is just south of the old circle on US 9. The former circle now features several jughandles, and most Manalapan Avenue traffic must use a connector road to Business Route 33 to reach the main intersection, but it is still known by locals as Freehold Circle.

See also

- List of traffic circles in New Jersey

**Notable natives**

Noted current and former residents of Freehold include:

- Scott Conover (born 1968), former Detroit Lions offensive tackle and author of the children's book *Can I Play Too?* was raised in Freehold.<sup>[22]</sup>
- Danny Lewis (born 1936), NFL running back from 1958-66, playing for the Detroit Lions, the Washington Redskins, and the New York Giants.<sup>[23]</sup>
- Craig Mazin (born 1971), screenwriter, producer and director.
- Tim Perry (born 1965), former NBA player, most notably with the Phoenix Suns.<sup>[24]</sup>
- Darrell Reid (born 1982), defensive tackle for the Indianapolis Colts.<sup>[25]</sup>
- J. R. Smith (born 1985), professional basketball player currently playing for the Denver Nuggets, was born in Freehold.<sup>[26]</sup>
- Gregory C. Higgins (born 1960), author of several theological works, professor at Georgian Court University, and chair of the Religious Studies department at Christian Brothers Academy in Lincroft, NJ.<sup>[27]</sup>
- Bruce Springsteen (born 1949), rock musician, was raised in Freehold Borough.<sup>[28]</sup> The borough is the subject of his song "My Hometown", from the *Born in the U.S.A.* album, which described racial and economic tensions in the 1960s (the "textile mill being closed" was the A & M Karagheushian rug mill at Center and Jackson Streets). Springsteen has also performed the humorous song "In Freehold" about the town. The song can be found on some bootleg live recordings.

**See also**

- Freehold Township, New Jersey
- Specialized Learning Centers in FRHSD

**References**

1. <sup>^</sup> <sup>a</sup> <sup>b</sup> *2005 New Jersey Legislative District Data Book*, Rutgers University Edward J. Bloustein School of Planning and Public Policy, April 2005, p. 63.

2. <sup>^</sup> USGS GNIS: Borough of Freehold ([http://geonames.usgs.gov/pls/gnispublic/f?p=gnispq:3:::NO::P3\\_FID:885226](http://geonames.usgs.gov/pls/gnispublic/f?p=gnispq:3:::NO::P3_FID:885226)), Geographic Names Information System, accessed January 4, 2008.

3. <sup>^</sup> <sup>a</sup> <sup>b</sup> Census data for Freehold borough ([http://factfinder.census.gov/servlet/SAFFPopulation?\\_event=ChangeGeoContext&geo\\_id=16000US3425200&\\_geoContext=01000US%7C04000US34%7C05000US34039%7C06000US3403970020&\\_street=&\\_county=freehold&\\_cityTown=freehold&\\_state=04000US34&\\_zip=&\\_lang=en&\\_sse=](http://factfinder.census.gov/servlet/SAFFPopulation?_event=ChangeGeoContext&geo_id=16000US3425200&_geoContext=01000US%7C04000US34%7C05000US34039%7C06000US3403970020&_street=&_county=freehold&_cityTown=freehold&_state=04000US34&_zip=&_lang=en&_sse=)

# Directions to 200 Village Center Dr, Freehold, NJ

07728-2545

Total Time: 8 mins, Total Distance: 2.49 mi

YAHOO!®

Docket No.

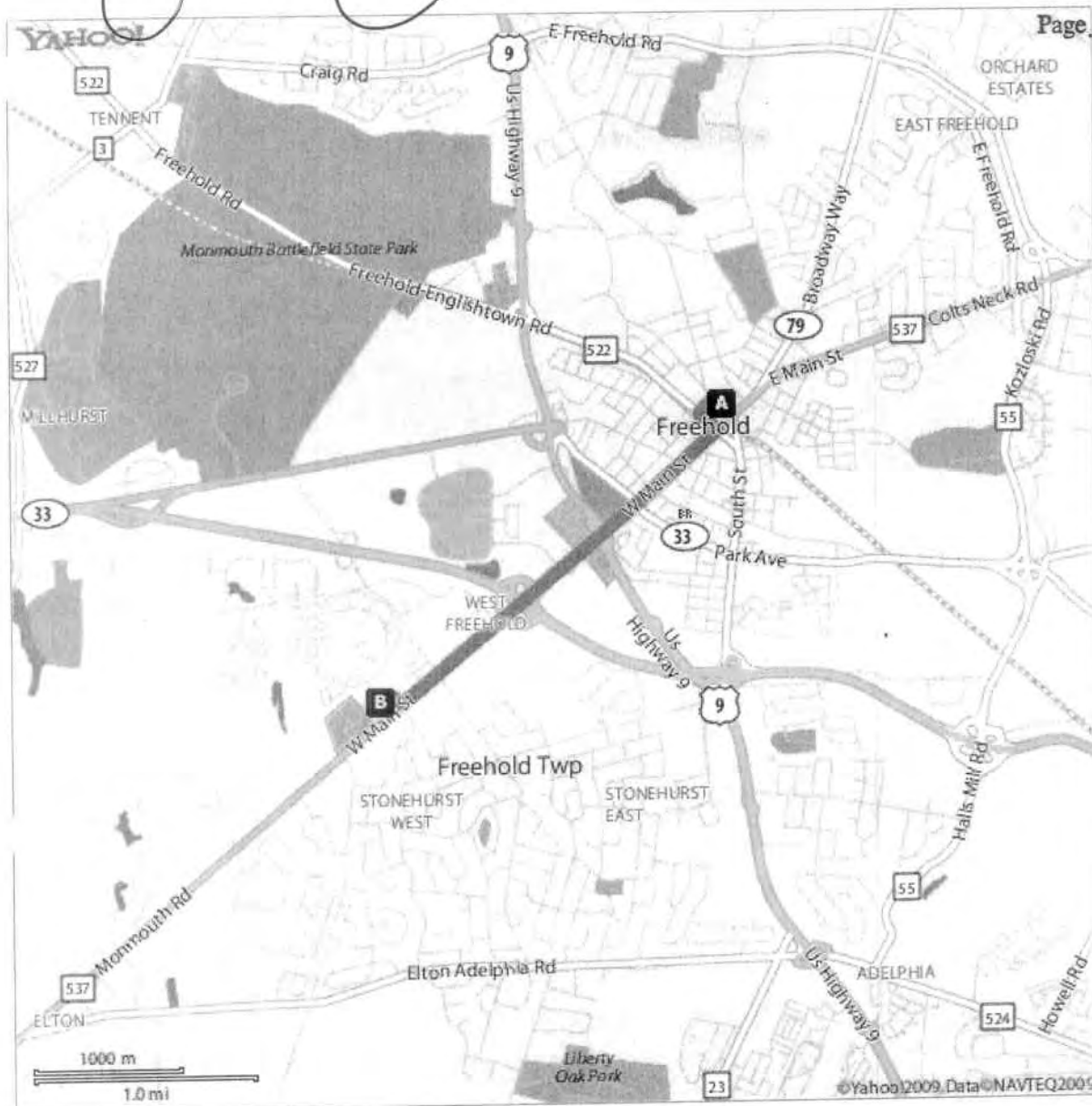
07728

Item No.

2

Page

1 of 2



When using any driving directions or map, it's a good idea to do a reality check and make sure the road still exists, watch out for construction, and follow all traffic safety precautions. This is only to be used as an aid in planning.



# Directions to 200 Village Center Dr, Freehold, NJ 07728-2545

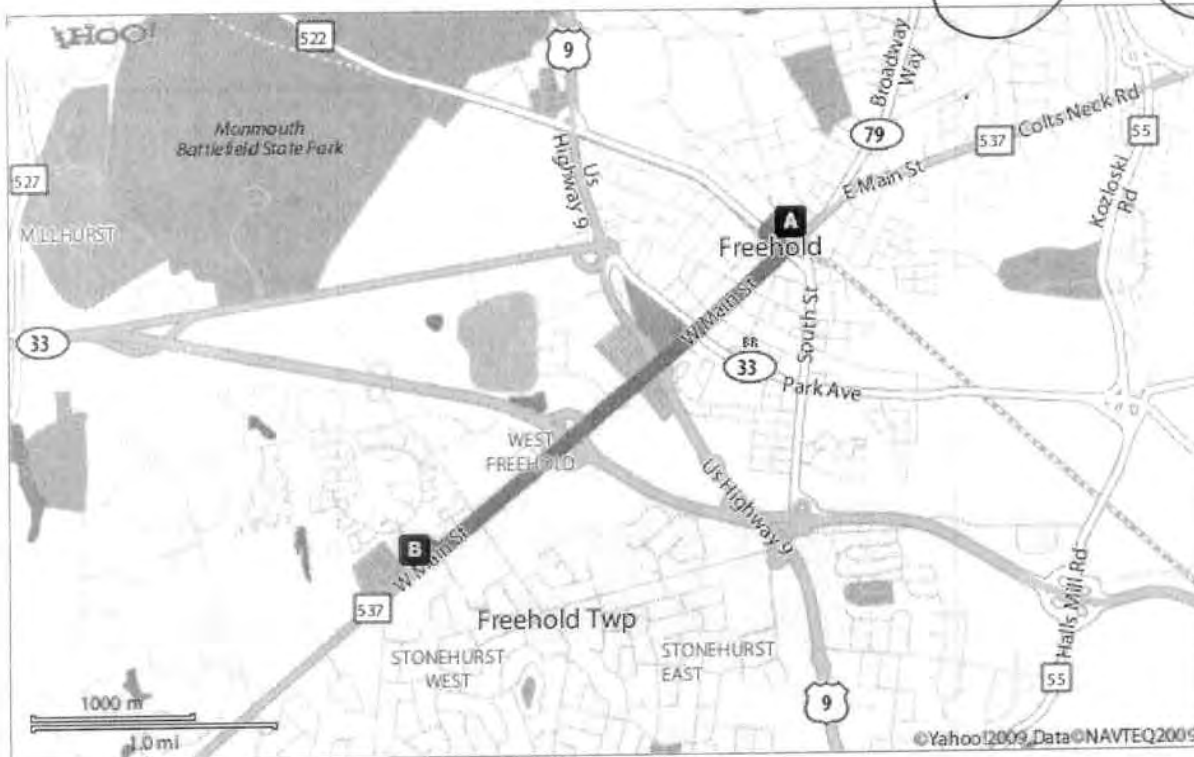
Total Time: 8 mins, Total Distance: 2.49 mi

YAHOO!®

Docket No. 07728  
Item No. 2  
Page 2 of 2

	Distance
<b>A</b> 1. Start at 13 LAFAYETTE ST, FREEHOLD going toward COURT ST	go 115 ft
2. Turn <b>R</b> on COURT ST	go 305 ft
3. Turn <b>L</b> on BROAD ST	go 0.1 mi
4. Turn <b>L</b> on THROCKMORTON ST(CR-522)	go 0.12 mi
5. Turn <b>R</b> on W MAIN ST(CR-537)	go 0.85 mi
6. Continue on FREEHOLD SMITHBURG RD(CR-537)	go 371 ft
7. Continue on W MAIN ST(CR-537)	go 0.1 mi
8. Continue on FREEHOLD SMITHBURG RD(CR-537)	go 0.15 mi
9. Continue on W MAIN ST(CR-537)	go 0.88 mi
10. Turn <b>R</b> on VILLAGE CENTER DR (Gate access required)	go 0.13 mi
<b>B</b> 11. Arrive at 200 VILLAGE CENTER DR, FREEHOLD, on the <b>L</b>	

Time: 8 mins, Distance: 2.49 mi



When using any driving directions or map, it's a good idea to do a reality check and make sure the road still exists. Watch out for construction, and follow all traffic safety precautions. This is only to be used as an aid in planning.



July 31, 2009

JOSEPH S. DIGLIO  
DISTRICT MANAGER

Docket No. 07728  
Item No. 1  
Page 1

SUBJECT: AUTHORITY TO CONDUCT INVESTIGATION-FREEHOLD NJ TRAILER/LAFAYETTE STA

I request your authorization to investigate a possible change in postal services for the following office in the 12th Congressional District.

Post Office Name: FREEHOLD-LAFAYETTE STA

ZIP+4 Code: 07728-9998

EAS Level: N/A


Finance Number: 

County: MONMOUTH


Number of Customers:

Post Office Box  
General Delivery  
Rural Route (RR)  
Highway Contract Route (HCR)  
Intermediate RR  
Intermediate HCR  
City Delivery  
Total Customers

  
375

The station is relatively close to the present MPO (2.23 miles). There are approximately  boxes rented. There is no manager at this station and it is staffed by clerks. This USPS leased trailer was placed on land provided to the Postal Service at no cost by the municipality. This was approximately 8 years ago, when the Contract Postal Unit located in that municipality was closed due to financial irregularities. Over the next 8 years there were numerous solicitations for a new CPU contractor, but none were successful. South Jersey District inherited this situation from Central NJ District when we gained part of that district in April 2009. Since then a community meeting was held with municipal authorities and community members. SJ District was instructed by HQ that a questionnaire survey of the current P.O. Box customers and walk-in customers is required as part of the P.O. Review process and that this unit must be treated the same way that an authorized official classified station or branch would be. Therefore Post Office Operations is requesting that a P.O. Review be completed for this unit to help determine what, if any, action should be taken. This will involve data gathering, including questionnaires. The public meeting for customers was already held.

Please indicate your approval of this study by signing below and returning the original form to this office.

  
Deprise Mason  
Manager, Post Office Operations

Approval to Study for Discontinuance:

District Manager, South Jersey District

Date

7/31/09



Docket No. 07728  
Item No. 6  
Page 1 of 5

October 2, 2009

The Honorable Rush Holt  
United States Congress  
50 Washington Road  
West Windsor, New Jersey 08550-1031

Dear Congressman Holt:

We recently notified you about the Postal Service's strategy to evaluate operations at some of our stations and branches reporting to larger Post Offices. Accordingly, the South Jersey District is in the process of reviewing station and branch operations at larger Postal facilities throughout our district, focusing on areas where we have a number of offices in close proximity. This intensive prescreening study is designed to identify potential opportunities for consolidations.

We are currently reviewing the operations at the Freehold trailer, on Lafayette Street, for possible consolidation into the Freehold Main Post Office, located at 200 Village Center Drive.

Over the next two weeks we will begin to invite customers, using the Freehold trailer, to provide their input through a questionnaire. Our district team will review the public comments and the feasibility study before making a decision about the trailer. These changes are being considered with the highest review and slightest impact on our customers.

Please be assured that the Postal Service is dedicated in continuing to provide the best possible mail service to our customers each and every day. By consolidating functions, adjusting delivery routes and restructuring administrative and processing operations, the Postal Service will become a more efficient and effective organization. We are adapting to meet the evolving needs, demands and activities of our customers.

As the process moves forward, we will keep your office, the general public, our employees, and community leaders updated on our efforts to address the current economic challenges and to maintain the viability of the Postal Service.

Sincerely,

Joseph S. Diglio  
District Manager  
South Jersey District



October 2, 2009

The Honorable Christopher H. Smith  
United States House of Representatives  
Constituent Service Center  
1540 Kuser Road, Suite A9  
Hamilton, New Jersey 08619

Dear Congressman Smith:

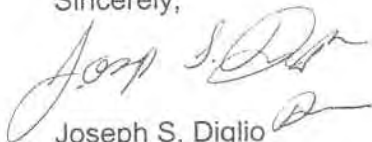
This is a follow-up letter to the correspondence you received, dated July 27, 2009, regarding operations at the Freehold trailer. In that letter, we explained the Postal Service's strategy to evaluate operations at some of our stations and branches reporting to larger Post Offices. This intensive prescreening study is designed to identify potential opportunities for consolidations. At that time, we decided to include the Freehold trailer as a part of that study.

Over the next two weeks we will begin to invite customers, using the Freehold trailer, to provide their input through a questionnaire. Our district team will review the public comments and the feasibility study before making a decision about the trailer. These changes are being considered with the highest review and slightest impact on our customers.

Please be assured that the Postal Service is dedicated in continuing to provide the best possible mail service to our customers each and every day. By consolidating functions, adjusting delivery routes and restructuring administrative and processing operations, the Postal Service will become a more efficient and effective organization. We are adapting to meet the evolving needs, demands and activities of our customers.

As the process moves forward, we will keep your office, the general public, our employees, and community leaders updated on our efforts to address the current economic challenges and to maintain the viability of the Postal Service.

Sincerely,

  
Joseph S. Diglio  
District Manager  
South Jersey District





August 5, 2009

The Honorable Anthony J. Ammiano  
Mayor of Freehold  
1 Municipal Plaza  
Freehold, NJ 07728-3099

Dear Mayor Ammiano:

This is in response to your July 16 letter to Postmaster General John E. Potter, regarding a Post Office in your community.

I appreciate your interest in this matter and your concern about the possible closing of the Post Office at 13 Lafayette Street. As you are aware, the U.S. Postal Service remains a unique federal agency in that it receives no funding from Congress to support its operations. Like so many businesses today, the Postal Service is experiencing significant financial challenges related to declining mail volumes and the lackluster economy. In order to sustain universal mail service to the American people, we are looking at all operations and making adjustments to control costs while maintaining a good level of service to our customers.

South Jersey District postal officials confirm that they are reviewing postal operations at the Freehold Post Office at 13 Lafayette Street for possible closure of the facility. The review is ongoing and no decisions have been made. District officials assure us that their priority is to make sure that our customers continue to have access to our retail products and services. They are looking at every possible way to reduce costs while continuing to meet the needs of our customers. You may be assured that customers will be notified in advance of any changes that may affect service in their area. District Consumer Affairs officials can be contacted directly with any additional questions or concerns at (856) 933-4260.

As information, before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. In addition, requests for the discontinuance of a classified station, branch, or contractor-operated community Post Office that is attached administratively to an independent Post Office must be reviewed by the vice president, Delivery and Retail, at Postal Service headquarters. No final action on a proposed discontinuance may be taken without the vice president's approval.

I hope this information is helpful. If I can be of assistance in other postal matters, please let me know.

Thank you for writing.

Sincerely,

  
William J. Weagley  
Manager, Government Relations Response

Docket No. 07728

Item No. 6

Page 4 of 5

MAYOR

Raymond A. Kershaw

TOWNSHIP COMMITTEE

Anthony J. Ammiano, Deputy Mayor

Dorothy H. Avallone

Eugene B. Galuh

David M. Salkin

# TOWNSHIP OF FREEHOLD

*"Preserving and Enhancing the Quality of Life"*

July 16, 2009

PUA

John E. Potter  
Postmaster General and Chief Executive Officer  
475 L'Enfant Plaza Southwest  
Washington, DC 20260

Dear Mr. Potter:

On behalf of the Township Committee I am angered and shocked on the notification that the Freehold Borough Post Office will be closing. A meeting was held on March 16, 2009, which I attended along with, Freehold Township Committeewoman Dorothy H. Avallone, Freehold Township Administrator, Thomas E. Antus, Mayor Michael Wilson, of Freehold Borough, Freehold Borough Administrator, Joseph Bellina, United States Congressman Chris Smith, a Representative of the 12<sup>th</sup> Legislative District, and Freeholder Director, Barbara McMorrogh held at the Freehold Borough Town Hall. Representing the United States Postal Service was Central New Jersey District Manager Priscilla Maney and Freehold Postmaster Leonard Oaks.

One thing that was agreed upon by all at that meeting with the Postal Officials was that they would seriously review all of the many issues raised by all the parties present, including but not limited to, the inability of the Freehold Township Postal unit to effectively handle anymore postal customers. Service wait times are excessive now and access to the building is severely limited due to parking and access configuration. All in attendance were assured by Ms. Maney that she would do a thorough review and a follow up meeting would be scheduled prior to any further action by the U.S. Postal Service.

It has come to our attention that the U.S. Postal Service has unilaterally decided to close the postal unit located in Freehold Borough, which is the County Seat of Monmouth, on or about August 15, 2009.

On behalf of the Township Committee of the Township of Freehold, I am appealing to you to personally intercede in this matter. The closing of the postal unit will have severe and irreversible consequences to the businesses and residents of Freehold Township and Freehold Borough.

I would be happy to speak or meet with you, or your representative at your earliest convenience.

Safety Issues:

- Violation of National Electrical Codes – Permanent wiring needed to replace extension cords. (Photos Available)
- Violation of OSHA 1910.141 – Potable water is required in places of employment for drinking, washing of persons, etc.
- Required – Restroom facilities with hot and cold running water. Sewage disposal method must not endanger health of employees.
- Parking area which is not own by the USPS must be adequately lighted with 1.5 ft. candles and 2ft candles at entrance
- Cans used as bollards to protect the unit had stagnant rain water accumulating which raised environmental concerns for nesting insects, mosquitoes, etc.
- Additional costs involved to assure custodial up-keep of unit, performance of monthly and annual checks on life safety code equipment including fire extinguishers, etc.
- OSHA 1910.22(a) – Walking/Working surfaces must be maintained free from slip, trip and fall hazards (Pictures available)
- All stored items will have to be secured and or limited in height to prevent falling, sliding or collapsing (Space Issue)

ox, Rosemary - Bellmawr, NJ

Docket No. 07728  
Item No. 5  
Page 2 of 2

From: Bowers, Donna M - Bellmawr, NJ

Sent: Thursday, July 23, 2009 11:13 AM

To: Keen, Andrew M - Bellmawr, NJ; Daiutolo Sr, Raymond V - Philadelphia, PA; Meddick, Janet F - Bellmawr, NJ; Fox, Rosemary - Bellmawr, NJ; Sinesi, Cathy V - Bellmawr, NJ; Oaks Jr, Leonard M - Bellmawr, NJ

Subject: Freehold Trailer Operating Revenue

- Of course an initial concern was the long term use of extension cords in place of permanent wiring. In order to make this a permanent dwelling, permanent wiring would have to be installed throughout in accordance with National Electrical Codes.
- We'd also have to look at the water supply and availability of potable water as required by OSHA 1910.141 (b)(i) which requires that "potable water be provided in all places of employment, for drinking, washing of the person, cooking, washing of foods, washing of cooking or eating utensils, washing of food preparation or processing premises, and personal service rooms."
- Although I'd have to look at this site again, it is required that restroom facilities be provided with hot and cold running water or tepid running water; and we'd have to ensure the sewage disposal method does not endanger the health of employees.
- All stored items will have to be secured and/or limited in height to prevent falling, sliding or collapsing.
- Walking/Working surfaces must be maintained free from slip, trip and fall hazards (OSHA 1910.22(a)
- Is the parking area adequately lighted with 1.5 ft candles in the parking lot and 2 ft candles at the entrances)?
- The cans used as bollards to protect the unit had stagnant rain water accumulating during my visit and was raised as an environmental concern for nesting insects, mosquitoes, etc.
- There is additional cost involved in having custodial up-keep of this unit, performance of monthly and annual checks on life safety code equipment including fire extinguishers, etc.

7/30/2009



Docket No. 07728  
Item No. 10  
Page 1 of 9

November 2009

Dear Freehold Lafayette Station/Trailer Station Postal Customer:

Thank you for returning your questionnaire and addressing your concerns on the postal review of the Freehold NJ Lafayette Station/Trailer. Your comments, along with those of other customers, will be included in the official Post Office record and considered carefully before further action is taken. Attached, please find a list of all specific Lafayette Station/Trailer customer concerns, analysis, and the corresponding response.

As you are aware, due to dramatic mail volume declines and growing excess capacity in our retail networks, we are considering consolidating Lafayette Station/Trailer into the Freehold, NJ Main Post Office. By consolidating functions and restructuring operations, the Postal Service becomes a more efficient and effective organization. However, our priority is to make sure our customers have convenient access to our retail products and services. As required in USPS review guidelines, the South Jersey District is in the process of determining a plan of action.

This process mandates our field managers to collect extensive information before a station or a branch can be discontinued/closed. In particular, customer input is solicited via questionnaire to ensure that all issues are fully explored before any final decision is made. All final decisions must be approved by the USPS Vice President Delivery and Post Office Operations in Washington, DC. The community views you have provided as a Lafayette Station/Trailer customer, resident or a post office box holder are being forwarded to field officials for consideration.

If it is determined that a discontinuance of the Lafayette Station/Trailer should be pursued, then a formal proposal would be submitted to USPS Headquarters at a later date. If you have additional questions or comments, please feel free to contact Catherine Sinesi, Manager Consumer Affairs at (856) 933-4432.

Sincerely,

Denise Mason  
Manager Post Office Operations  
South Jersey District  
501 Benigno Blvd.  
P.O. Box 9001  
Bellmawr, NJ 08099-9992



### Postal Customer Questionnaire Analysis

Questionnaires were distributed to all P.O. Box delivery customers of the Lafayette Station/Trailer in Freehold, NJ 07728 on October 7, 2009. Additionally, questionnaires were available on the counter or lobby desk for walk-in customers to take or request during the survey period.

#### A. Number of Questionnaires

Total questionnaires distributed	<u>375</u>
Favorable responses	<u>19</u>
Unfavorable responses	<u>86</u>
Responses expressing no opinion	<u>79</u>
Total questionnaires received	<u>184</u>

Approximately 375 questionnaires were delivered to Freehold Lafayette Station/Trailer P.O. Box customers and additional copies made available in the lobby. A total of 184 were returned or 49.1%; therefore 50.9% of the Lafayette Station/Trailer customers did not respond.

Of the 184 questionnaires returned, 19 were favorable, 79 expressed no opinion, and 86 were unfavorable. As a result, 53.3% of those that did respond were either favorable or had no opinion about the current service and 46.7% were unfavorable in their responses about the proposal to close Lafayette Station/Trailer and the level of service that they felt they would receive at the Freehold, NJ Main Post Office(MPO).

Combining favorable responses with responses expressing no opinion, along with those surveys that were not returned, 77.1 percent of Lafayette Station/Trailer customers have no known opposition to the proposed action.



B. Postal Concerns

Docket No. 01128  
Item No. 10  
Page 3 of 9

The following postal concerns were expressed:

1. Q: The Main Post Office (MPO) always has long lines, not enough retail clerks on duty and the parking lot is always crowded and has too many curves.

A: The Postal Service shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic, but it simply is not practical for the Postal Service, like any other business, to employ the number of standby people necessary to prevent lines from forming at all hours. We are aware that our customers lead busy lives and have taken steps to make buying Postal Service products easier. Stamps by Mail envelopes are available at your local Post Office. You can also purchase stamps by phone (800-782-6724) or through the Internet at <http://www.stampsonline.com>. Our goal is to provide our customers with the best possible Postal Service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

2. Q: Having my P.O. Box mail forwarded to my house at no cost sounds reasonable.

A: You can still keep your optional premium service and most customers will keep the same P.O. Box number and Freehold, NJ 07728 as their mailing address, however it would now be relocated to the Freehold MPO. If you choose to keep the P.O. Box then you may not even have to notify any correspondents, because your address may remain the same. However, if you choose instead to have your present P.O. Box mail forwarded to your home or business street address, then that forwarding service will be for one year (12 months), but the actual responsibility for notifying specific correspondents is yours.

3. Q: If the Lafayette Station/Trailer is closed and service moved to the MPO, seniors will suffer if they are not able to get there as easily. Also it is too far with it taking 15 minutes to drive there.

A: Many station or branch offices were established years ago when service needs were different. The Freehold MPO is only 2.5 miles away from the site of the Lafayette Station/Trailer. The Postal Service offers many channels for customers to purchase stamps and products. Customers may also order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers stamps and Postal products. Orders are filled by a local Post Office. Our Stamps by Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. If you have a computer, use the convenient service we offer at [www.stampsonline](http://www.stampsonline) or visit our website at [usps.com](http://usps.com).

4. Q: Employees at the MPO are not polite, so what can be done about that?

A: The problem of employee discourtesy is one that concerns everyone. We are aware that much of our public image depends on the way our employees treat our customers. There simply is no acceptable excuse for discourtesy. We must show the public we care, and the best way is to treat every customer with the courtesy we would expect. We regret experiences, which do not reflect the service we wish to provide. This information has been shared with local management, so it can be addressed and efforts made to improve our service.

5. Q: P.O Box uptimes for mail availability at the MPO are too late for me.

A: Periodically local Post Offices need to alter their advertised availability times for P.O. Box mail. This is done only after a thorough review of mail volumes and staffing needs. The time for mail availability at Freehold MPO is 10:30AM. That time has not changed recently. The goal up time for P.O. Box mail at the Trailer is 11:00AM. So, you would actually be able to receive your mail one half hour earlier at the MPO than at the Trailer. P.O. Box customers in Lafayette Station may opt to have their current P.O. Box mail rerouted to their home or business in

Freehold and delivered by a carrier if that will provide an earlier delivery time. Most customers who choose to have their P.O. Box relocated to the MPO will be able to keep the same P.O. Box number/address that they use now. It is possible that your box size and fee may change. However, all of your mail will continue to be delivered to your new P.O. Box number/address or to your home or business street address as decided by you.

6. Q: My mail at home is frequently misdelivered to my neighbors, so what can I do about that?

A: The infrequent problem of mail being misdelivered is one that concerns the USPS. We regret experiences which do not reflect the service we wish to provide. Your concerns have been shared with local management, so they can be addressed and efforts made to improve our service. The best person to contact if you experience a recurring misdelivery problem is your local Postmaster in Freehold NJ at 732-431-4525.

7. Q: Service at the Freehold Trailer is great. The staff is courteous and friendly.

A: Our staff appreciates hearing complements. Our goal is to provide the best customer service possible at all of our retail units. The staff from the Lafayette Station would be relocated to the MPO as part of this proposal, so you would continue to receive the same courteous and friendly service that you are accustomed to having now.

8. Q: I get my money orders at the Lafayette Station/Trailer.

A: Money orders and all of the same postal services that you receive at the Lafayette Station/Trailer are available at the MPO along with many additional services.

9. Q: The Borough of Freehold deserves its own Post Office because it is the county seat.

A: Post Offices, stations and branches are established to enable the USPS to more efficiently perform its mission of universal mail delivery to residents. Community identity, while a side effect, is not the only factor in determining where a Post Office is located.

10. Q: I do not know how a letter carrier to my home or business can handle all of the mail volume that we receive.

A: Our letter carriers provide street delivery to homes or businesses and handle high volume customers everyday. Should you choose to opt to have your mail forwarded from your P.O. Box in the Freehold Lafayette Station/Trailer to your home or business address in Freehold, the USPS will be able to deliver that same volume of mail that you have been currently receiving in your P.O. Box.

11. Q: What if I do not want my mail delivered at my home address, because I am afraid of theft from my mail box and I use my P.O. Box for security at the Lafayette Station/Trailer?

A: If your concerns are more for the security of mail at your home or business, then there are a variety of customer mail receptacles that can be purchased with locking mechanisms on them that prevent tampering with delivered mail. Theft from a customer mail receptacle after mail is delivered is a civil matter that necessitates contacting your local police department. If however, you prefer the security of having a premium service P.O. Box at the Post Office, then you will still be able to keep a P.O. Box number and Freehold, NJ 07728 as your mailing address; however it will now be relocated to the MPO.

12. Q: We do not have a mail box/receptacle at home, there is no one there most of the time to receive it, and if we did have a box the mail would accumulate, so what are our options?

A: Then you will still be able to keep your P.O. Box number and Freehold, NJ 07728 as your mailing address, however it would now be relocated to the Freehold MPO.

Docket No. 07728  
Item No. 10  
Page 4 of 9



13. Q: My letter carrier at home does not deliver until afternoon and that is too late so what are my options?

A: The Postal Service establishes carrier routes to provide the most efficient pattern of delivery. The design of the route is based upon a measured analysis of the number of deliveries, the length of the route, and the volume of mail. Routes are periodically examined and adjusted based on mail volumes and community growth changes. Although we can approximate the time of delivery to each mail stop, unscheduled employee absences, unusually large mail volumes, and other prevailing factors may result in later delivery times. Since so many variables are involved, the Postal Service cannot guarantee a specific time for mail delivery. On occasion, this may mean that mail delivery to any given address may fluctuate as to the exact time of day. However, you will still be able to keep your optional premium service with a P.O. Box and Freehold, NJ 07728 as your mailing address if you choose to do so, but your P.O. Box would now be relocated to the Freehold MPO.

14. Q: I will not have access to postal products if you move our service to the MPO. How will I get those services?

The Freehold MPO has all of the same services and postal products as the Lafayette Station/Trailer and more because it is the Main Office. Also, the Postal Service now offers many options for customers to purchase stamps and products. You may order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers both stamps and Postal products. Orders are filled by a local Post Office. Our Stamps by Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. Also, if you have a computer, use the convenient service we offer at www.stampsonline or visit our website at usps.com. Additionally, if you are receiving mail at your home, you may leave any outgoing mail in your mailbox for the carrier to pick up when he delivers your mail. As long as you have correct postage on the mail piece, the carrier is required to collect mail from your mailbox when he/she delivers mail to that box.

15. Q: My letter carrier always gives me a problem with certified, registered, and Express Mail when delivered at my home/business.

A: Certified, Registered and Express Mail all have specific and different delivery requirements for acceptance by the customer. We regret if you had a bad experience in the past with one of these special services and with your local carrier to your business or home. This information has been shared with local management, so efforts will be made to improve our service.

16. Q: I have mail lost when it was mailed to my residence, so what are my options?

A: If you ever feel that a piece of mail has been "lost" in the mail the best person to contact is your local Postmaster in Freehold NJ at 732-431-4525. For the security of mail at your home or business, there are a variety of customer mail receptacles that can be purchased with locking mechanisms on them that prevent tampering with delivered mail. Theft from a customer mail receptacle after mail is delivered is a civil matter that necessitates contacting your local police department. If, however, you do prefer the security of having a premium service P.O. Box at the Post Office, then you will still be able to keep a P.O. Box number and Freehold, NJ 07728 as your mailing address; however it will now be relocated to the MPO.

17. Q: The questionnaire was only sent to P.O. Box customers and not to all residents of Freehold Borough.

A: The questionnaire delivered on October 7<sup>th</sup> to all current P.O. Box customers in the Lafayette Station/Trailer was also made available in sufficient quantities on lobby desks in the Trailer for customers and residents who actually visit and use the Lafayette Station/Trailer. The purpose of the survey is to obtain data and concerns specifically from customers who use the Station/Trailer.

Docket No. 07728  
Item No. 10  
Page 5 of 9



November 6, 2009

Dear [REDACTED]:

This is in response to a concern you expressed on the October 2009 Questionnaire that you returned to the USPS about service at the Freehold NJ Lafayette Station/Trailer and data that we are gathering in reviewing that facility. Specifically, you mention your concerns about the security of mail if it were to be delivered to your home instead of to a P.O. Box.

We understand your concerns about the security of mail at your home. There are a variety of customer mail receptacles that can be purchased with locking mechanisms on them that prevent tampering with delivered mail. Theft from a customer mail receptacle after mail is delivered is a civil matter that necessitates contacting the local police department. If you prefer the security of having a premium service P.O. Box at the Post Office, you will still be able to maintain your P.O. Box and Freehold, NJ 07728 mailing address; however it would now be relocated to the Freehold MPO.

By consolidating functions and restructuring operations, the Postal Service becomes a more efficient and effective organization. However, our priority is to make sure our customers have convenient access to our retail products and services.

We have shared your correspondence with officials in our USPS Headquarters Delivery and Post Office Operations Office for review. We trust that this addresses your concerns. Thank you for the opportunity to respond.

Sincerely,

A handwritten signature in dark ink, appearing to read "Denise Mason".

Denise Mason  
Manager, Post Office Operations  
South Jersey District



November 6, 2009



Dear [REDACTED]

This is in response to a concern you expressed on the October 2009 Questionnaire survey that you returned to the USPS about service at the Freehold NJ Lafayette Station/Trailer and data that we are gathering in reviewing that facility. Specifically, you mention your concerns about the proposal to close the Trailer and to relocate all P.O. Boxes and the distance that the Freehold MPO is from the present trailer location. Also, you mention that all county seats have their own Post Offices.

Many station or branch offices were established years ago when service needs were different. The Freehold MPO is 2.5 miles away from the site of the Lafayette Station/Trailer. When the Contract Postal Unit (CPU) run by a contractor was cancelled approximately 7 years ago due to irregularities, the current trailer was placed where it is temporarily, until a new contract bidder could be found. Despite numerous solicitations (5), no successful qualified bids were received. The location was never intended to be permanent and the ground on which the trailer is presently located was only provided by the county for temporary use.

We are aware that our customers lead busy lives; seniors and some others do not drive or have reasons why they can not get out to the Post Office. We took steps to make buying Postal Service products easier. You can purchase stamps by mail using envelopes available from any office. Also you can purchase stamps by phone (800-782-6724) or through the Internet at <http://www.stampsonline.com> or visit our website at [usps.com](http://usps.com). The Postal Service offers many channels for customers to purchase stamps and products. Customers may also order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers stamps and Postal products. Orders are filled by a local Post Office. Our Stamps By Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. As far as outgoing mail, your home or business mail receptacle acts as a location where your letter carrier can pick up letters and take them to the Post Office for you.

Regarding county seats having their own Post Offices, the USPS establishes Post Offices to enable the Postal Service to more efficiently perform its mission of universal mail delivery to residents. Community identity, while a side effect of this, is not the main factor in determining where postal facilities are located.

By consolidating functions and restructuring operations, the Postal Service becomes a more efficient and effective organization. However, our priority is to have convenient access to our retail products and services through a variety of means.

We have shared your correspondence with officials in our USPS Headquarters Delivery and Post Office Operations Office for review. We trust that this addresses your concerns. Thank you for the opportunity to respond.

Sincerely,

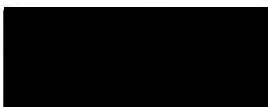


Denise Mason  
Manager, Post Office Operations  
South Jersey District



Docket No. 07728  
Item No. 10  
Page 8 of 9

November 6, 2009



Dear 

This is in response to a concern you expressed on the October 2009 Questionnaire that you returned to the USPS about service at the Freehold NJ Lafayette Station/Trailer and data that we are gathering in reviewing that facility. Specifically, you mention your concerns about the proposal to close the Trailer and to relocate all P.O. Boxes and retail service to the Freehold MPO.

Many station or branch offices were established years ago when service needs were different. You are correct that the Freehold MPO is 2.5 miles away from the site of the Lafayette Station/Trailer. When the Contract Postal Unit (CPU) run by a contractor was cancelled approximately 7 years ago due to irregularities, the current trailer was placed where it is temporarily, until a new contract bidder could be found. Despite numerous solicitations (5), no successful qualified bids were received. The Postal Service offers many channels for customers to purchase stamps and products. Customers may order stamps directly through the mail via the stamps by mail program. The USPS Stamps By Mail program provides customers stamps and Postal products. Orders are filled by a local Post Office. Our Stamps By Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days.

We are aware that our customers lead busy lives; some do not drive or have reasons why they can not get out to the Post Office. We took steps to make buying Postal Service products easier. In addition to the services outlined above, you can also purchase stamps through the Internet at <http://www.stampsonline.com> or visit our website at [usps.com](http://usps.com). And as far as outgoing mail, your home mail receptacle acts as a location where your letter carrier can pick up letters and take them to the Post Office for you. Our goal is to provide the best possible Postal Service.

We have shared your correspondence with officials in our USPS Headquarters Delivery and Post Office Operations Office for review. We trust that this addresses your concerns. Thank you for the opportunity to respond.

Sincerely,



Denise Mason  
Manager, Post Office Operations  
South Jersey District



Docket No. 07728  
Item No. 10  
Page 9 of 9

November 6, 2009



Dear [REDACTED]

This is in response to a concern you expressed on the October 2009 Questionnaire that you returned to the USPS about service at the Freehold NJ Lafayette Station/Trailer and data that we are gathering in reviewing that facility. Specifically, you mention your concerns about the proposal to close the Trailer and to relocate all P.O. Boxes and retail service to the Freehold MPO and the other local options that you feel you may take with private shipping competitors or via the internet.

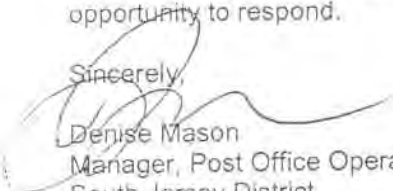
Many station or branch offices were established years ago when service needs were different. The Freehold MPO is 2.5 miles away from the site of the Lafayette Station/Trailer. When the Contract Postal Unit (CPU) run by a contractor was cancelled approximately 7 years ago due to irregularities, the current trailer was placed where it is temporarily, until a new contract bidder could be found. Despite numerous solicitations (5), no successful qualified bids were received.

We are aware that our customers lead busy lives; some do not drive or have reasons why they can not get out to the Post Office. We took steps to make buying Postal Service products easier. You can purchase stamps by mail using envelopes available from any office. Also you can purchase stamps by phone (800-782-6724) or through the Internet at <http://www.stampsonline.com> or visit our website at [usps.com](http://usps.com). The Postal Service offers many channels for customers to purchase stamps and products. Customers may order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers stamps and Postal products. Orders are filled by a local Post Office. Our Stamps By Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. As far as outgoing mail, your home or business mail receptacle acts as a location where your letter carrier can pick up letters and take them to the Post Office for you.

By consolidating functions and restructuring operations, the Postal Service becomes a more efficient and effective organization. However, our priority is to make sure our customers have convenient access to our retail products and services.

We have shared your correspondence with officials in our USPS Headquarters Delivery and Post Office Operations Office for review. We trust that this addresses your concerns. Thank you for the opportunity to respond.

Sincerely,

  
Denise Mason  
Manager, Post Office Operations  
South Jersey District





OCTOBER 2009

Dear Valued Postal Customers:

Due to dramatic mail volume declines, we are considering consolidating some operations in our larger stations and branches. By consolidating functions and restructuring operations, the Postal Service becomes a more efficient and effective organization. However, our priority is to make sure our customers have convenient access to our retail products and services.

The Postal Service would like to combine operations and move Freehold Trailer Lafayette Station customers into the Main Office in Freehold, which is 2.5 miles away. We currently estimate that this change would cost the US Postal Service substantially less than maintaining the Freehold Trailer Lafayette Station, while still providing the community with the high quality services to which it has been accustomed. This helps keep our rates as affordable as possible.

The P.O. Box service at the Freehold Trailer Lafayette Station is a premium option that customers have selected in lieu of or in addition to carrier delivery at home or their business. P.O. Box service identical to what you receive now is available 2.5 miles away at the Main Post Office in Freehold. Full retail services are available at the Freehold MPO. The retail sales hours of service at the Freehold MPO are longer than those at the Freehold Trailer Lafayette Station. The MPO hours are 8:30 a.m. to 5 p.m. Monday through Friday and 9 a.m. to 1 p.m. on Saturday. Post Office Box access hours are also longer at the MPO from 6 a.m. to 6:30 p.m. Monday through Friday and 6 a.m. to 5 p.m. on Saturday.

If a permanent change to service is implemented, customers will be able to continue P.O. Box service at the Freehold MPO or could opt for carrier delivery if they already qualify for it. I invite you to think about this permanent change in service. **Please return the enclosed questionnaire by Friday, October 16, 2009, using the pre-addressed envelope provided.** Please be aware that if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

If you have any specific questions about the attached questionnaire, you may call Catherine Sinesi, Manager Consumer Affairs at 856-933-4432.

Thank you for your assistance.

Sincerely,

Denise Mason  
Manager, Post Office Operations

USPS South Jersey District  
501 Benigno Blvd.  
P.O. Box 9001 Bellmawr, NJ 08099-9992

Enclosures: Questionnaire and return envelope

**Postal Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the Freehold Lafayette Station Trailer for each of the following:

<b>Postal Services</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Never</b>
a. Buying stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Picking up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Picking up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified mail, Registered mail, Insured mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other postal services:**

- |                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings      | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Resetting/using postage meter | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

**Nonpostal Services**

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a. Picking up government<br>forms (such as tax forms)            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Using for school bus stop                                     | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Assisting senior citizens,<br>persons with disabilities, etc. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|--------------------------------|------------------------------|-----------------------------|

- |          |                              |                             |
|----------|------------------------------|-----------------------------|
| e. Other | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|----------|------------------------------|-----------------------------|

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

Docket No. 07728Item No. 9Page 3 of 3

-2-

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

Yes ☐No ☐

If yes, which offices: \_\_\_\_\_

3. If you already receive carrier delivery in Freehold in addition to your P.O. Box service at the Lafayette Station Trailer in Freehold, there will be no change to the carrier delivery service. If a decision is made to consolidate this station you can opt to have your P.O. Box mail forwarded to your residence or business. If you only receive P.O. Box delivery at the Freehold Trailer Lafayette Station or have a P.O. Box as a personal choice and a decision is made to consolidate this station, then your P.O. Box will be moved to the Freehold Main Post Office. In either case, please complete this section. **How do you think carrier route delivery service at your home or business or P.O. Box service at the MPO compares to your current service?**

Better ☐Just as Good ☐No Opinion ☐Worse ☐

Please explain. \_\_\_\_\_

4. Do you currently use local businesses in the community?

Yes ☐No ☐

If yes, would you continue to use them if the Freehold Lafayette Station Trailer is discontinued?

Yes ☐No ☐Name: \_\_\_\_\_  
(please print your name)

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form.  
Thank you for taking the time to complete this questionnaire.

**Please return your questionnaire by Friday, October 16, 2009 to the following address:**

**USPS  
SOUTH JERSEY DISTRICT  
CONSUMER AFFAIRS OFFICE  
P.O. BOX 9001  
BELLMAWR, NJ 08099-9631**





DATE: November 3, 2009  
SUBJECT: Summary of Freehold NJ Trailer Action and Status  
TO: OFFICIAL RECORD

Docket No. 07728  
Item No. 8  
Page 1

The following is a summary (taken from excerpts provided by HQ Legal Dept.) of the facts for the benefit of others who may view this message or need to understand its recommendations.

Approximately 7+ years ago in Freehold Borough, New Jersey—the county seat – (which happens to be wholly surrounded by Freehold Township, NJ), a CPU closed suddenly, leaving approximately 400 PO Box customers in the lurch. USPS management responded by placing a trailer in a county owned parking lot, with an expectation of soliciting a new CPU operator. Those solicitations were unsuccessful in getting a new CPU operator. The residents of Freehold Borough have a fierce sense of community, and many are well educated professionals. During the past 7+ years of having “their” Post Office operating from the trailer (despite a sign labeling it as ‘temporary’), the sense of community has grown to encompass “their” Post Office.

Earlier in 2009, the Central NJ District had undertaken an examination of the trailer situation, and concluded that its term of residence should come to an end. Before Central NJ District ceased existence a few weeks later, a commitment was made to share information with customers, and their Congressman Smith, regarding the trailer’s cost, revenue and safety (and related) issues. The gaining South Jersey District, when faced with the Freehold Borough and its trailer, chose to study the situation for itself, and recently reached the same conclusion: the trailer needed to go, especially now that the Freehold Main Post Office, approximately 2.5 miles away (and located outside the Borough, but within the Township) has been modified to have a sufficiently large PO Box section to accommodate the former CPU customers.

In a community meeting on Monday, July 20, 2009, attended by Congressman Smith and the mayors of both Township and Borough, customers made a pitch for retention of “their” trailer. The Congressman also secured an additional promise that information regarding trailer costs, revenue, and shortcomings could be provided to him (and presumably to customers, as well). Fortunately, this matter was raised with Katherine Sitterle in Government Relations at HQ, when the question became whether this was a type of information that the Postal Service can or should share. Almost by mere chance, her call for legal help was routed to Ken Hollies, Attorney, Pricing and Product Development USPS Law Department, Washington, DC. Ken Hollies has been responsible for the Post Office discontinuance process for nearly 20 years, particularly with those cases appealed to the Postal Regulatory Commission. He is also one of the Rates attorneys handling the “Stations and Branches Optimization and Consolidations Initiative, 2009”.

Per HQ determination, the trailer in Freehold Borough, NJ, having been in operation for 7+ years, must be discontinued pursuant to the formal discontinuance process for stations and branches. The status of the trailer does not fit with most stations and branches, and it may not be formally blessed as such by AMS. But the public’s view of it has been demonstrated to be that it is a permanent facility which should continue in operation. Given how long it has been open, HQ expects that a court or the Commission would agree. This, of all times, when we are bringing transparency to our process for discontinuing stations and branches, is not a good time to close the Freehold Borough trailer without undertaking the discontinuance process. Hence, HQ’s recommendation is that the station/branch discontinuance process be applied to the Freehold Borough trailer.

DATE: November 3, 2009

SUBJECT: Notes/Summary of Community Meeting-Freehold NJ Trailer-7/20/09

TO: OFFICIAL RECORD

Here is a brief summary on our meeting in Freehold yesterday. Postal attendees included District Manager Joe Diglio, SJ Manager Customer Relations Roe Fox, Freehold PM and A/POOM Len Oaks, SJ CAM Cathy Sinesi and me. Here is a list of some of the folks we met with: Cong. Chris Smith, Rep. Smith's Public Policy Director - Jeff Sagnip, Freehold Borough Mayor Mike Wilson was not able to make it but; some council members attended, Borough Bus. Admin. Joe Bellina, Freehold Twp. Mayor Anthony Ammiano, Twp. Bus. Admin. Tom Antus, Annmarie Howley-Constituent Affairs Director State Senator Jennifer Beck, there were a couple of other folks in attendance but I was unable to get all the names.

The meeting lasted almost two hours. It started with many of the hosts presenting their support for keeping "their Post Office" in place. There clearly was a significant amount of frustration and emotion expressed. They cited several issues related to the last meeting held with the former Central Jersey District in March '09. One major issue they asked about related to requests they had extended to the former district for information about the costs associated with the operation of the trailer. They indicated that this request was acknowledged and accepted but the information was never provided.

A couple of them indicated that they will be contacting the PMG and the Area directly in an effort to prevent the removal of the trailer. One major point of contention is their belief that Freehold Boro is separate from Freehold Twp (where the MPO is located) and the boro is the county seat. They contend it will be an affront if the county seat does not have its own PO (they said that every other county seat in the state has its own PO). They also complained about the traffic going to the MPO, the "questionable parking", the safety concerns associated with forcing people to go to that facility. They say the "boro" is mainly a pedestrian town with many people walking to and from their homes and work.

The DM responded to all of their contentions and explained the current situation of the USPS. The congressman requested expense data and revenue information on trailer as well as any safety issues that were discovered by previous audits. The DM promised to pend the decision, for a short time, to allow his team to re-examine the issue considering what was presented at the meeting and allowing for the information to be provided. A rep from the county promised to investigate the possibility of finding county space in the boro that could be donated and used for a retail presence.

Docket No. 07728  
Item No. 7  
Page 2 of 2

Karen Schuster – Liaison with Senior Citizens  
Councilman Kevin Kane  
Congressman Chris Smith  
Rep Smith Public Policy Director -Jeff Sagnip  
Rich Gatto  
Twp Bus Admin Tom Antus  
Mayor Anthony Ammiano  
Annmarie Howley, Dir, Constituent Affairs  
Borough Bus Admin Joe Bellina  
Borough Mayor Mike Wilson, plus staff

*Director State Senator  
Jennifer Beck*

Joe Diglio, District Manager, USPS  
Len Oaks, Postmaster, Freehold, USPS  
Ray Daiutolo, Public Affairs & Comm, USPS  
Rosemary Fox, Manager, Marketing, USPS  
Catherine Sinesi, Manager, Consumer Affairs, USPS

# STATION AND BRANCH OPTIMIZATION AND CONSOLIDATION RETURN ON INVESTMENT WORKSHEET

To determine the Postal Service's Return on Investment, please complete the following information. Please work with appropriate functional areas on the district team to complete the worksheet. Completed worksheet should be included in your final study package that is sent to the Vice President, Delivery and Post Office Operations at Headquarters.

STATION AND OFFICE NAME: FREEHOLD NJ LAFAYETTE ST A/ TRAILER	(COST)* / SAVINGS	
	ONE-TIME	ANNUAL
Utility Costs (Source: District Finance through ADM FPR)		\$10,520
Current Lease Rate (Source: FSO) Termination Date: 12/31/09 then mo. to mo.		\$11,100
Build-Out/Renovations (Source: FSO)		N/A
<b>MSC EXPENSES (Source: FSO/District Ops Support)</b>		
Real Estate Specialist Opinion of Value (Source: FSO)		N/A
Maintenance Labor (Source: District Finance through ADM FPR)		N/A
Maintenance Savings - # of Positions (Source: District Finance through ADM FPR)		N/A
Inter-Station Mail Transportation (Source: District Operations Support)		\$
Carrier Route Transportation (Source: District Operations Support)		N/A
Carrier Labor (Source: District Finance & Operations Support)		N/A
Carrier Savings - # of Positions (District Finance/Operations Support/Human Resources)		N/A
Clerk Labor (Source: District Finance through ADM FPR)		(\$ )
Clerk Savings - # of Positions (District Finance/Operations Support/Human Resources)		N/A
EAS Labor (Source: District Finance through ADM FPR)		N/A
EAS Savings - # of Positions (District Finance/Operations Support/Human Resources)		N/A
<b>TOTAL</b>		\$

\*Please include "cost" information as a negative number and savings information as a positive number.

## Classified Station/Branch or Community Post Office Discontinuance Checklist

### Proposed Discontinuance Facility Information

District Name: South Jersey

District Contact: Gary Dunham Telephone Number: 856-933-4413

Office Name Freehold (Trailer) Lafayette Station

State: New Jersey ZIP Code: 07728

County: Monmouth Congressional District: 4th  
circa 7+ yrs ago-

Date office established Sept-2002 EAS Postmaster Level 22

### Reason for Discontinuance:

Approximately 7+ years ago, a CPU in Freehold NJ was closed due to financial irregularities. At the time there were 400 P.O. Box customers and the Freehold Borough offered free space in a municipal parking lot to place a "temporary" USPS Trailer to service the former CPU customers, until a new CPU contract could be obtained. Since 2002, there have been a total of five (5) solicitations for a new CPU contract. None produced any successful qualified bidders. And it must be noted that any new CPU contracts can not have P.O. Boxes as part of the contractor workload. South Jersey District inherited this situation from old Central, NJ District in April 2009 and researched and prepared a proposal since then. This trailer was established to be "temporary" despite how long that Central NJ Dist. allowed it to operate. USPS Safety Office cites numerous safety and OSHA violations with the trailer. The Freehold, NJ Lafayette Station/Trailer is still being staffed by two USPS employees and has retail & 375 rented P.O. Boxes. There is no management staff in the station. The Trailer shares the ZIP code with the MPO, 07728. Window hours at the MPO and lobby access are significantly longer than at the trailer for all days of the week. The lease expired in December 2009 after having been extended to that point. It appears to be on a month to month after that date. This review proposes to discontinue Freehold Lafayette Station/Trailer and to merge their P.O. Boxes into the Freehold MPO along with their retail operation.

Is facility owned ? NO- If no, when does the lease or contract expire? A leased trailer(until Dec 2009) has been "temporarily" placed on a municipality owned parking lot at no cost to the USPS directly behind the CPU that was closed 7+ years ago due to financial irregularities There is no contract for the property.

Is there a termination clause? Yes. And how many customers are affected:

Post office box customers:

General Delivery:

Rural Route:

Highway Contract Route (HCR):

City Route:

Intermediate Rural:

Intermediate HCR:

Total number of customers: 375

Window Service Hours:	M-F	<u>8:30AM-4:30PM</u>	Sat	<u>9:00AM-1:00PM</u>
Lobby Hours:	M-F	<u>8:30AM-4:30PM</u>	Sat	<u>9:00AM-1:00PM</u>

**Retail Customer Data:**

What is the Post Office Box Fee Group for this location? 4  
How many Post Office Boxes are at this location? 780  
How many Post Office Boxes are rented at this location? [REDACTED]  
What are the plans for the post office box customers? Move all to MPO  
Does the office have an APC (yes or no)? If yes, what are the plans for APC? NO

Total Window Staffing (Earned/Actual Staffing Graph, October/March of most current FY):  
(See attached documentation)

Average WTIL (12-month data) # of WTIL over 5 minutes  
(attach documentation) N/A – NOT MYSTERY SHOPPED

CSM Trend Data (Last 4 quarter trends):  
(attach documentation)

[REDACTED]

WIR for the last three fiscal years were:

\$	[REDACTED]	09
\$	[REDACTED]	08
\$	[REDACTED]	07

Total Operating Expenses for last 12-month data (ADM): \$ [REDACTED]

Average Daily Retail Transactions (12-month data) (Total Transactions divided by number of retail business days) (Source: Monthly, Yearly RDM FLASH): [REDACTED]

Total Retail Transactions for current fiscal year and same period last year (RDM Flash):

[REDACTED]

Retail Transaction Trends for last three fiscal years (RDM FLASH):

[REDACTED]

Total Customer Visits for current fiscal year and same period last year (RDM Flash):

[REDACTED]

See Attached Map that illustrates the number of retail units within 10 miles, including alternate access sites. Use Retail Optimization Access Management (ROAM) system. Must include the following: USPS locations with labels, CPU, APC and SOC locations and competitor locations.

**Bulk Mail Customers**

Does the office have a Bulk Mail Acceptance Unit? (yes/no) NO  
If Yes, what provisions will be made for the Bulk Mail Acceptance Unit?

Does the office have a DDU drop? (yes/no) NO  
If Yes, what provisions will be made for drop shipment customers?

How many permit customers and what provisions will be made for them? NONE

**Other Customer Information**

# schools, religious institutions, organizations government offices and businesses in service area: 186 (See Attached)

Are there handicapped customers that require special provisions? (yes/no) NO, none known. No customers responded via questionnaire that they have handicap. MPO is ADA compliant.



**Community  
Input**

Docket No. 07728  
Item No. 11  
Page 3 / 40

Community meeting:	Date: <u>7-20-09</u>	Number of customers attended: (See Item No. 7.) <u>N/A</u>
Questionnaire:	Date: <u>10-7-09</u>	Number returned: <u>184</u>
# Favorable: 19	# Unfavorable: 86	#No opinion: 79

Public Notice (local newspaper) Date (if applicable): N/a

Approximately 375 questionnaires were delivered to Freehold Lafayette Station/Trailer P.O. Box customers and additional copies made available in the lobby. A total of 184 were returned or 49.1%; therefore 50.9% of the Lafayette Station/Trailer customers did not respond.

Of the 184 questionnaires returned, 19 were favorable, 79 expressed no opinion, and 86 were unfavorable. As a result, 53.3% of those that did respond were either favorable or had no opinion about the current service and 46.7% were unfavorable in their responses about the proposal to close Lafayette Station/Trailer and the level of service that they felt they would receive at the Freehold, NJ Main Post Office(MPO).

Combining favorable responses with responses expressing no opinion, along with those surveys that were not returned, 77.1 percent of Lafayette Station/Trailer customers have no known opposition to the proposed action.

**B. Postal Concerns**

The following postal concerns were expressed:

1. Q: The Main Post Office (MPO) always has long lines, not enough retail clerks on duty and the parking lot is always crowded and has too many curves.

A: The Postal Service shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic, but it simply is not practical for the Postal Service, like any other business, to employ the number of standby people necessary to prevent lines from forming at all hours. We are aware that our customers lead busy lives and have taken steps to make buying Postal Service products easier. Stamps by Mail envelopes are available at your local Post Office. You can also purchase stamps by phone (800-782-6724) or through the Internet at <http://www.stampsonline.com>. Our goal is to provide our customers with the best possible Postal Service. We continue to concentrate our efforts in speeding up our transactions and improving the level of service you receive.

2. Q: Having my P.O. Box mail forwarded to my house at no cost sounds reasonable.

A: You can still keep your optional premium service and most customers will keep the same P.O. Box number and Freehold, NJ 07728 as their mailing address, however it would now be relocated to the Freehold MPO. If you choose to keep the P.O. Box then you may not even have to notify any correspondents, because your address may remain the same. However, if you choose instead to have your present P.O. Box mail forwarded to your home or business street address, then that forwarding service will be for one year (12 months), but the actual responsibility for notifying specific correspondents is yours.

3. Q: If the Lafayette Station/Trailer is closed and service moved to the MPO, seniors will suffer if they are not able to get there as easily. Also it is too far with it taking 15 minutes to drive there.

A: Many station or branch offices were established years ago when service needs were different. The Freehold MPO is only 2.5 miles away from the site of the Lafayette Station/Trailer. The Postal Service offers many channels for customers to purchase stamps and products. Customers may also order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers stamps and Postal products. Orders are filled by a local Post Office. Our Stamps by Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. If you have a computer, use the convenient service we offer at [www.stampsonline](http://www.stampsonline) or visit our website at [usps.com](http://usps.com).

4. Q: Employees at the MPO are not polite, so what can be done about that?

A: The problem of employee discourtesy is one that concerns everyone. We are aware that much of our public image depends on the way our employees treat our customers. There simply is no acceptable excuse for discourtesy. We must show the public we care, and the best way is to treat every customer with the courtesy we would expect. We regret experiences, which do not reflect the service we wish to provide. This information has been shared with local management, so it can be addressed and efforts made to improve our service.

5. Q: P.O Box uptimes for mail availability at the MPO are too late for me.

A: Periodically local Post Offices need to alter their advertised availability times for P.O. Box mail. This is done only after a thorough review of mail volumes and staffing needs. The time for mail availability at Freehold MPO is 10:30AM. That time has not changed recently. The goal up time for P.O. Box mail at the Trailer is 11:00AM. So, you would actually be able to receive your mail one half hour earlier at the MPO than at the Trailer. P.O. Box customers in Lafayette Station may opt to have their current P.O. Box mail rerouted to their home or business in Freehold and delivered by a carrier if that will provide an earlier delivery time. Most customers who choose to have their P.O. Box relocated to the MPO will be able to keep the same P.O. Box number/address that they use now. It is possible that your box size and fee may change. However, all of your mail will continue to be delivered to your new P.O. Box number/address or to your home or business street address as decided by you.

6. Q: My mail at home is frequently misdelivered to my neighbors, so what can I do about that?

A: The infrequent problem of mail being misdelivered is one that concerns the USPS. We regret experiences which do not reflect the service we wish to provide. Your concerns have been shared with local management, so they can be addressed and efforts made to improve our service. The best person to contact if you experience a recurring misdelivery problem is your local Postmaster in Freehold NJ at 732-431-4525.

Docket No. 07728  
Item No. 11  
Page 4/40



7. Q: Service at the Freehold Trailer is great. The staff is courteous and friendly.

A: Our staff appreciates hearing complements. Our goal is to provide the best customer service possible at all of our retail units. The staff from the Lafayette Station would be relocated to the MPO as part of this proposal, so you would continue to receive the same courteous and friendly service that you are accustomed to having now.

8. Q: I get my money orders at the Lafayette Station/Trailer.

A: Money orders and all of the same postal services that you receive at the Lafayette Station/Trailer are available at the MPO along with many additional services.

9. Q: The Borough of Freehold deserves its own Post Office because it is the county seat.

A: Post Offices, stations and branches are established to enable the USPS to more efficiently perform its mission of universal mail delivery to residents. Community identity, while a side effect, is not the only factor in determining where a Post Office is located.

10. Q: I do not know how a letter carrier to my home or business can handle all of the mail volume that we receive.

A: Our letter carriers provide street delivery to homes or businesses and handle high volume customers everyday. Should you choose to opt to have your mail forwarded from your P.O. Box in the Freehold Lafayette Station/Trailer to your home or business address in Freehold, the USPS will be able to deliver that same volume of mail that you have been currently receiving in your P.O. Box.

11. Q: What if I do not want my mail delivered at my home address, because I am afraid of theft from my mail box and I use my P.O. Box for security at the Lafayette Station/Trailer?

A: If your concerns are more for the security of mail at your home or business, then there are a variety of customer mail receptacles that can be purchased with locking mechanisms on them that prevent tampering with delivered mail. Theft from a customer mail receptacle after mail is delivered is a civil matter that necessitates contacting your local police department. If however, you prefer the security of having a premium service P.O. Box at the Post Office, then you will still be able to keep a P.O. Box number and Freehold , NJ 07728 as your mailing address; however it will now be relocated to the MPO.

12. Q: We do not have a mail box/receptacle at home, there is no one there most of the time to receive it, and if we did have a box the mail would accumulate, so what are our options?

Docket No. 07728  
Item No. 11  
Page 5/40

A: Then you will still be able to keep your P.O. Box number and Freehold, NJ 07728 as your mailing address, however it would now be relocated to the Freehold MPO.

13. Q: My letter carrier at home does not deliver until afternoon and that is too late so what are my options?

A: The Postal Service establishes carrier routes to provide the most efficient pattern of delivery. The design of the route is based upon a measured analysis of the number of deliveries, the length of the route, and the volume of mail. Routes are periodically examined and adjusted based on mail volumes and community growth changes. Although we can approximate the time of delivery to each mail stop, unscheduled employee absences, unusually large mail volumes, and other prevailing factors may result in later delivery times. Since so many variables are involved, the Postal Service cannot guarantee a specific time for mail delivery. On occasion, this may mean that mail delivery to any given address may fluctuate as to the exact time of day. However, you will still be able to keep your optional premium service with a P.O. Box and Freehold, NJ 07728 as your mailing address if you choose to do so, but your P.O. Box would now be relocated to the Freehold MPO.

14. Q: I will not have access to postal products if you move our service to the MPO. How will I get those services?

The Freehold MPO has all of the same services and postal products as the Lafayette Station/Trailer and more because it is the Main Office. Also, the Postal Service now offers many options for customers to purchase stamps and products. You may order stamps directly through the mail via the Stamps By Mail program. The USPS Stamps By Mail program provides customers both stamps and Postal products. Orders are filled by a local Post Office. Our Stamps by Phone program is a toll-free number, 1-800-STAMP-24 (782-6724). Order your stamps; charge them to your credit card, and usually receive them within 5 working days. Also, if you have a computer, use the convenient service we offer at [www.stampsonline](http://www.stampsonline) or visit our website at [usps.com](http://usps.com). Additionally, if you are receiving mail at your home, you may leave any outgoing mail in your mailbox for the carrier to pick up when he delivers your mail. As long as you have correct postage on the mail piece, the carrier is required to collect mail from your mailbox when he/she delivers mail to that box.

15. Q: My letter carrier always gives me a problem with certified, registered, and Express Mail when delivered at my home/business.

A: Certified, Registered and Express Mail all have specific and different delivery requirements for acceptance by the customer. We regret if you had a bad experience in the past with one of these special services and with your local carrier to your business or home. This information has been shared with local management, so efforts will be made to improve our service.

Docket No. 07728  
Item No. 11  
Page 6/40

16. Q: I have mail lost when it was mailed to my residence, so what are my options?

A: If you ever feel that a piece of mail has been "lost" in the mail the best person to contact is your local Postmaster in Freehold NJ at 732-431-4525. For the security of mail at your home or business, there are a variety of customer mail receptacles that can be purchased with locking mechanisms on them that prevent tampering with delivered mail. Theft from a customer mail receptacle after mail is delivered is a civil matter that necessitates contacting your local police department. If, however, you do prefer the security of having a premium service P.O. Box at the Post Office, then you will still be able to keep a P.O. Box number and Freehold , NJ 07728 as your mailing address; however it will now be relocated to the MPO.

17. Q: The questionnaire was only sent to P.O. Box customers and not to all residents of Freehold Borough.

A: The questionnaire delivered on October 7th to all current P.O. Box customers in the Lafayette Station/Trailer was also made available in sufficient quantities on lobby desks in the Trailer for customers and residents who actually visit and use the Lafayette Station/Trailer. The purpose of the survey is to obtain data and concerns specifically from customers who use the Station/Trailer.

**Employee Data:**

How many career employees will be affected? Two (2) FT Clerks currently work daily at the Lafayette Station/Trailer. This is a Trailer that "temporarily" replaced a CPU where the contractor was performing the work.

What provisions will be made for impacted employees?

Docket No. 07728  
Item No. 11  
Page 7/40

### Total Annual Cost Savings

Employee Salaries, (minimum)\*: \$ [REDACTED]  
Salaries X Fringe Benefits 33.5% : \$ [REDACTED]  
Lease/Rental Trailer Costs: \$11,100  
Inter-station Mail Transport (labor) \$ [REDACTED]  
Misc. Expenses (non-personnel) \$ [REDACTED]  
Utilities \$10,520  
Total Expenses \$ [REDACTED]

\*If position(s) are being eliminated include minimum salary of grade level(s) and fringe benefits.

### Alternate Service Cost Analysis:

The alternate service that is proposed at a cost of \$ [REDACTED] cost and proposed for Lafayette Station/Trailer customers is that they will receive full retail service at the Freehold MPO. If approved this will produce a minimum annual saving to the USPS of \$ [REDACTED]. Most of the Trailer P.O. Box customers will still have the same box numbers and but the sizes may change. The ZIP code will remain the same and for most so will their addresses. Freehold MPO has extended, longer lobby and/or window hours Monday-Friday and also on Saturday. There is parking for vehicular traffic, although the lot has peak busy and congested periods. There are more extensive window services available at the MPO. The lease on the Lafayette Trailer rental expires in December 2009 but will have to be renewed on a month to month basis until this proposal is acted upon. The MPO is only 2.5 miles away from Lafayette Station and is well within the customer service area of the present facility.

Cost of proposed alternate service (i.e.,  
transportation, extension of routes, etc) \$ [REDACTED]  
Total Annual Savings: [REDACTED]  
One-time cost (i.e. CBU or bldg  
modifications): [REDACTED]

### Administrative Office (Gaining Facility Information)

Name, State & ZIP Freehold, NJ 07728 MPO EAS level 22 Miles away: 2.5  
Window Service Hours: M-F 8:30AM-5PM Sat 9AM-1PM  
Lobby Hours: M-F 4AM-7PM Sat 4AM-6PM

What is the Post Office Box Fee Group for this location? 4  
How many Post Office Boxes are at this location? 953  
How many Post Office Boxes are rented at this location? [REDACTED]  
How many Post Office Boxes are available to rent? [REDACTED] (plus new blank panels were installed)  
Does the office have an APC? YES

Docket No. 07728  
Item No. 11  
Page 8/40

Is there sufficient customer and employee parking? Yes. The lot is crowded at peak customer hours but there is not plan or need to modify at this point and sufficient spaces are available under normal conditions.

If not, please explain what provisions will be made for customers, and/or employees?

Average WTIL (12 month data):  
(attach documentation)



# of Retail Workstations: 5

CSM Trend Data (Last 4 quarter trends):  
(attach documentation)



Estimated Window Staffing if Proposal is Implemented (impacted office & gaining office). Use Earned/Actual Staffing Graph for Oct/Mar of most current fiscal year (See attached)

Does facility have physical capacity for both retail and delivery to absorb workload

As previously stated, the alternate service that is proposed for Freehold Lafayette Station/Trailer customers is that they will receive full retail service at the Freehold MPO. Most Trailer P.O. Box customers will still have the same box numbers and but the sizes may change. Most addresses will not change and ZIP code will remain the same. The Freehold MPO has extended, longer lobby and/or window hours Monday-Friday and also on Saturday. There are more extensive window services available at the MPO. The MPO is capable of absorbing all of the retail needs and workload associated with relocation of the P.O. Box customers to open box sections that have already been installed through prior physical modifications.

**Nearest Post Office, Station, Branch or CPU** (if different from above): N/A

Name, State & ZIP \_\_\_\_\_ EAS level \_\_\_\_\_ Miles away: \_\_\_\_\_

Window Service Hours: M-F \_\_\_\_\_ Sat \_\_\_\_\_

Lobby Hours: M-F \_\_\_\_\_ Sat \_\_\_\_\_

Number of PO Boxes Available \_\_\_\_\_

Prepared By: GARY DUNHAM DRA

INVESTIGATIVE  
COORDINATOR FOR P.O.  
REVIEWS

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: 11-4-09

Telephone

Number

856-933-4413

Remember to include your  
area code)

Docket No. 07728

Item No. 11

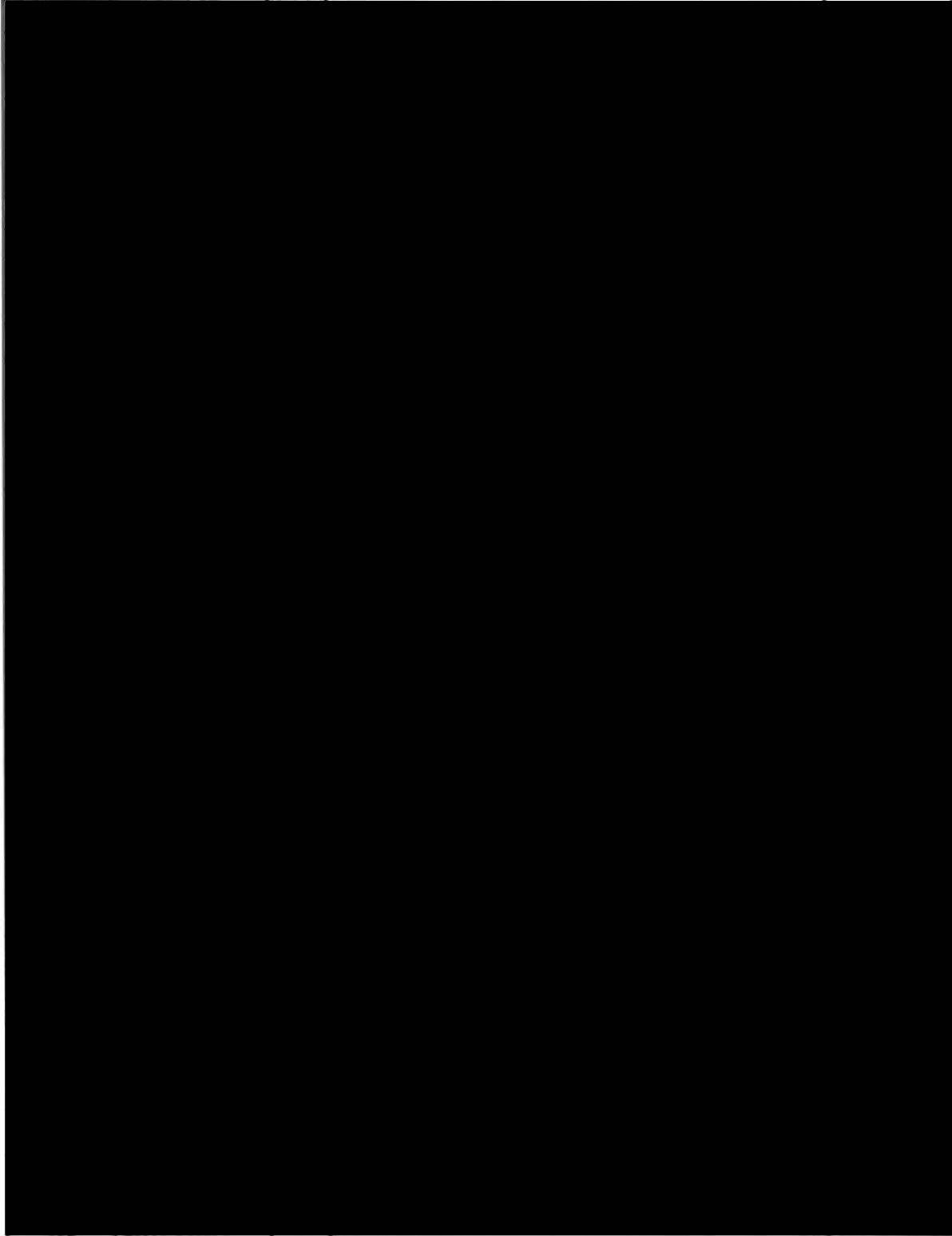
Page 9/40

Business Customer Report  
FREEHOLD  
FREEHOLD, NJ 07728

B-BUSINESS  
G-GOVERNMENT  
O-ORGANIZATION  
R-RELIGIOUS  
S-SCHOOL

10/15/2009

Box Number	Customer Number	Size	Assigned Name	B-G-O-R-S CODES
---------------	--------------------	------	---------------	--------------------



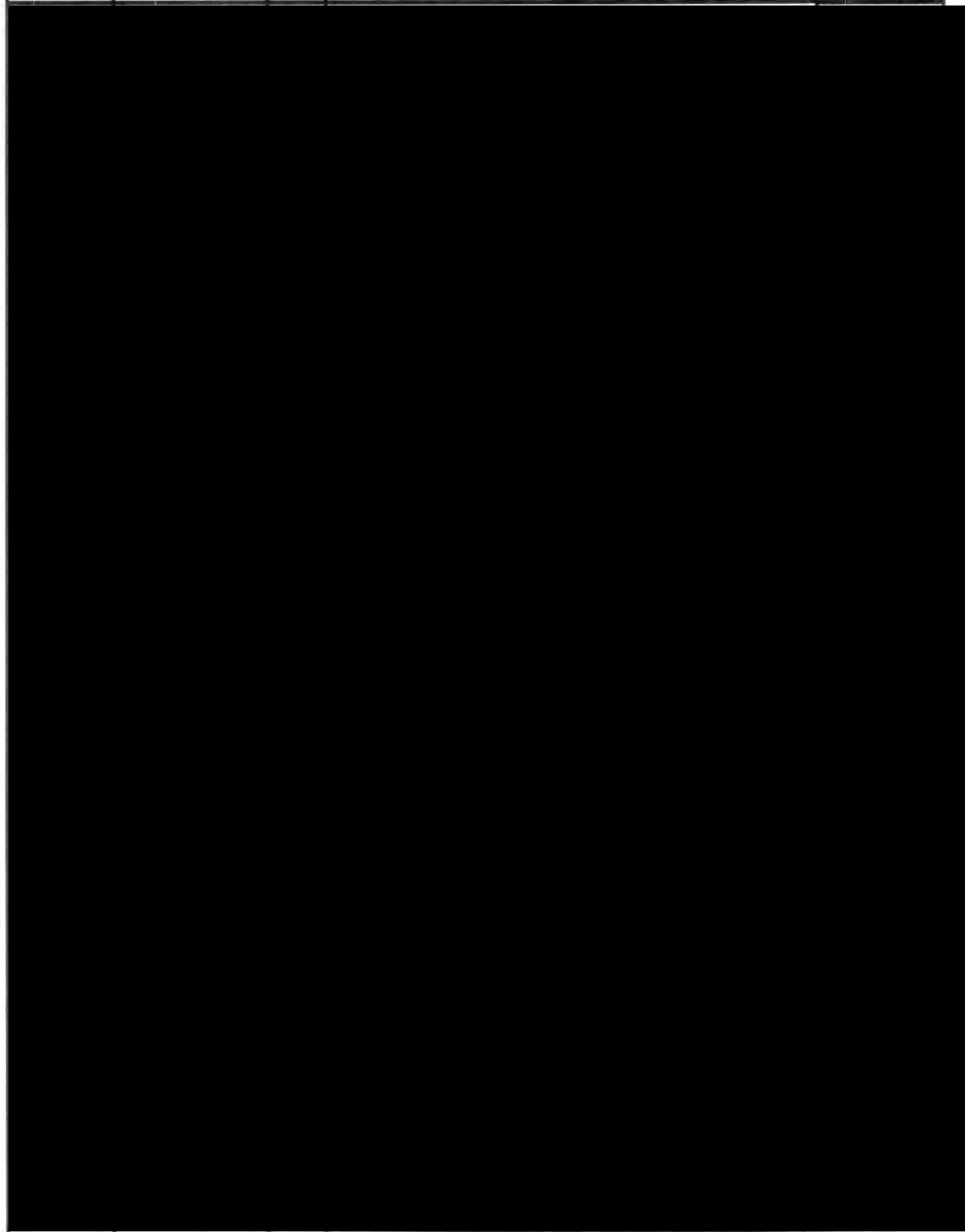




Box Number	Customer Number	Size	Assigned Name	B-G-O-R-S CODES

Docket No. 07728  
 Item No. 11  
 Page 12/40

Box Number	Customer Number	Size	Assigned Name	B-G-O-R-S CODES
---------------	--------------------	------	---------------	--------------------



Docket No. 07728  
 Item No. 11  
 Page 13/40

1. Local business results for Churches near Freehold, NJ

- A. First Presbyterian Church  
- [www.fpcfreeshold.org](http://www.fpcfreeshold.org) - (732) 462-0234 - More
- B. First United Methodist Church  
- [www.umc.org](http://www.umc.org) - (732) 462-1745 - More
- C. Abundant Life Church of God  
- [www.alcog.org](http://www.alcog.org) - (732) 409-2923 - More
- D. St Robert Bellarmine RC Church  
- [www.strobert.com](http://www.strobert.com) - (732) 462-7429 - More
- E. Grace Lutheran Church  
- [gracelutheranfreehold.org](http://gracelutheranfreehold.org) - (732) 462-5122 - More
- F. Reformed Church of Freehold  
- [freeholdreformed.org](http://freeholdreformed.org) - (732) 462-1717 - More
- G. St Rose of Lima Church  
- [www.stroseoflima.com](http://www.stroseoflima.com) - (732) 462-0859 - More
- H. First Church-Christ Scientist  
- [maps.google.com](http://maps.google.com) - (732) 462-6230 - More
- I. Church of Jesus Christ of Lds  
- [www.lds.org](http://www.lds.org) - (732) 462-0109 - More
- J. St Peter's Church  
- [www.stpeters.org](http://www.stpeters.org) - (732) 431-8383 - More

(10)

Docket No. 07728  
Item No. 11  
Page 15 / 401. Local business results for Schools near Freehold, NJ

- A. Freehold Regional High School  
- [www.frhsd.com](http://www.frhsd.com) - (732) 431-8360 - 7 reviews
- B. Park Avenue Elementary School  
- [pae.freeholdboro.k12.nj.us](http://pae.freeholdboro.k12.nj.us) - (732) 761-2124 - 8 reviews
- C. Freehold Township High School  
- [www.twp.freehold.nj.us](http://www.twp.freehold.nj.us) - (732) 431-8460 - 6 reviews
- D. St. Rose of Lima School  
- [www.stroseoflima.com](http://www.stroseoflima.com) - (732) 462-2646 - 8 reviews
- E. Freehold Learning Center Elementary School  
- [flc.freeholdboro.k12.nj.us](http://flc.freeholdboro.k12.nj.us) - (732) 761-2100 - 6 reviews
- F. Freehold Township School District: Superintendent  
- [www.freeholdtwp.k12.nj.us](http://www.freeholdtwp.k12.nj.us) - (732) 462-8400 - 1 review
- G. Freehold Intermediate School  
- [fis.freeholdboro.k12.nj.us](http://fis.freeholdboro.k12.nj.us) - (732) 761-2156 - 1 review
- H. Talmudical Academy  
- [maps.google.com](http://maps.google.com) - (732) 431-1600 - More
- I. Marshall W. Errickson Elementary School  
- [www.freeholdtwp.k12.nj.us](http://www.freeholdtwp.k12.nj.us) - (732) 431-8022 - 2 reviews
- J. West Freehold Elementary School  
- [www.freeholdtwp.k12.nj.us](http://www.freeholdtwp.k12.nj.us) - (732) 431-5101 - 4

(10)

Freehold STATION

Docket No. 07728

Item No. 11

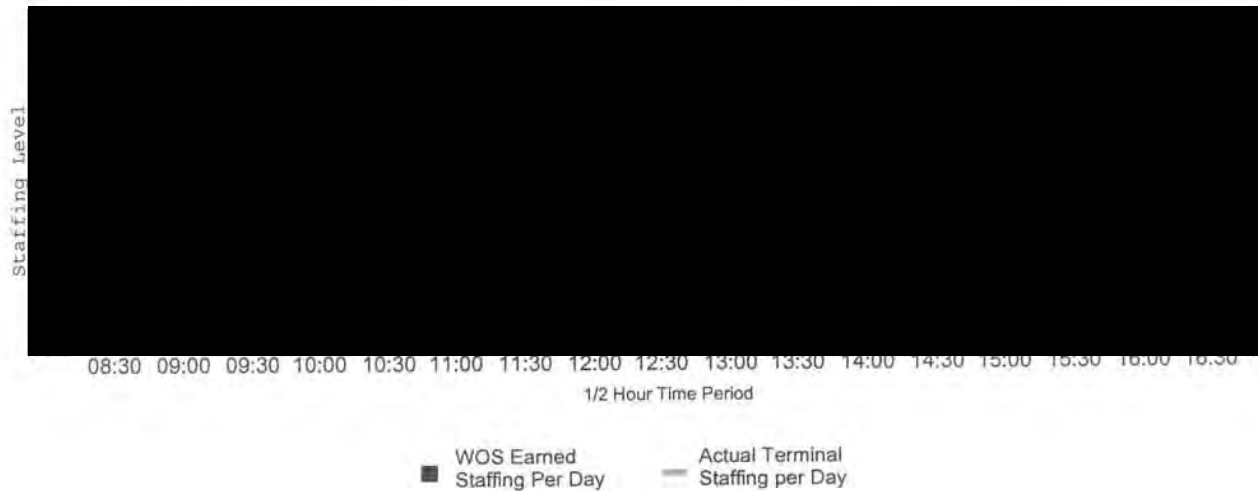
Page 16 / 40



WOS Earned - Actual Staffing Graph

## WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
08:30			
09:00			
09:30			
10:00			
10:30			
11:00			
11:30			
12:00			
12:30			
13:00			
13:30			
14:00			
14:30			
15:00			
15:30			
16:00			
16:30			



Docket No. 01168  
Item No. 11  
Page 17/40



# Daily Retail Revenue Report

Total number of rows: 3

Total number of columns: 10

Report Filter:

{{All Retail Units}} = FREEHOLD STATION



) And {{Fiscal Year}} = FY 2007, FY 2008 or FY 2009)



# Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
FREEHOLD STATION #1	Sep 2007

Docket No. 07718  
 Item No. 11  
 Page 19/40

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
Operational Data	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						

	Retail Products	
	Philatelic Products	
	Passport Fees and Photo Services	
	Phonecards	
	Retail Services	
Operational Data	Customer Visits	
	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
Retail Productivity	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel	
	Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

Docket No. 07728Item No. 11Page 20 / 40

# Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
FREEHOLD STATION #1	Sep 2009

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
	Customer Visits						
Operational Data	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
Business Days	Business Days						

Docket No. 07728  
 Item No. 11  
 Page 21/40

WIR / POS  
ONE  
Terminal Hr  
WIR /  
Customer  
Visit  
Expedited  
Mail WIR  
Txn / Parcel  
Post WIR  
Txn  
Retail  
Productivity  
Special  
Services  
WIR Txn /  
Mailing WIR  
Txn  
Expedited  
Mail WIR  
Txn /  
Domestic  
Mail WIR  
Txn

Docket No. 07728  
Item No. 11  
Page 22/40

### Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total						
	Express Mail						
	Stamps						
	Priority Mail						
	Stamps						
	All Other						
	Stamps						
	Express Mail						
	Express Mail						
	WIR Txn						
	Express Mail						
	Full Postage						
	Affixed and						
	EMCA Txn						
	Priority Mail						
	Priority Mail						
	WIR Txn						
	Priority Mail						
	Full Postage						
	Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post						
	WIR Txn						
	Parcel Post						
	Postage						
	Affixed Txn						
	Media Mail						
	Other						
	Domestic						
	(Library						
	Mail, BPM,						
	Orphan PVI}						
	International						
	Mailing						
	Special						
	Services						
	Orphan PVI						
	Txn						
	Packaging						
	Products						
	Retail						
	Products						
	Philatelic						
	Products						
	Passport						
	Fees and						



	Photo Services	
	Phonecards	
	Retail Services	
Operational Data	Customer Visits	
	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
	WIR / POS ONE Terminal Hr	
Retail Productivity	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

Docket No. 07728  
 Item No. 11  
 Page 23/40

# Monthly - Yearly Retail Unit Comp Flash (POS ONE Retail Units Open Both Years)

Retail Unit	Month
FREEHOLD STATION #1	Sep 2008

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared To SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared To SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and Photo Services						
	Phonecards						
	Retail Services						
Operational Data	Customer Visits						
	Total Transactions (Rev & Non-Rev)						
	POS ONE Terminal Hours						
Business Days	Business Days						

Docket No. 07728  
 Item No. 11  
 Page 24/40

WIR / POS  
ONE  
Terminal Hr

WIR /  
Customer  
Visit

Expedited  
Mail WIR  
Txn / Parcel  
Post WIR  
Txn

Retail  
Productivity

Special  
Services  
WIR Txn /  
Mailing WIR  
Txn

Expedited  
Mail WIR  
Txn /  
Domestic  
Mail WIR  
Txn

Docket No. 07728

Item No. 11

Page 25/40

## Monthly - Yearly Retail Unit Flash (All Reporting POS ONE Retail Units)

Category	Attributes	Actual for Month	Actual for Month for SPLY	% Compared to SPLY	Actual for Year to Date	Actual for Year to Date for SPLY	% Compared to SPLY
Walk-In Rev (WIR)	Total						
	Express Mail Stamps						
	Priority Mail Stamps						
	All Other Stamps						
	Express Mail						
	Express Mail WIR Txn						
	Express Mail Full Postage Affixed and EMCA Txn						
	Priority Mail						
	Priority Mail WIR Txn						
	Priority Mail Full Postage Affixed Txn						
	First-Class						
	Parcel Post						
	Parcel Post WIR Txn						
	Parcel Post Postage Affixed Txn						
	Media Mail						
	Other Domestic (Library Mail, BPM, Orphan PVI)						
	International Mailing						
	Special Services						
	Orphan PVI Txn						
	Packaging Products						
	Retail Products						
	Philatelic Products						
	Passport Fees and						

	Photo Services	
	Phonecards	
	Retail Services	
Operational Data	Customer Visits	
	Total Transactions (Rev & Non-Rev)	
	POS ONE Terminal Hours	
Business Days	Business Days	
Retail Productivity	WIR / POS ONE Terminal Hr	
	WIR / Customer Visit	
	Expedited Mail WIR Txn / Parcel Post WIR Txn	
	Special Services WIR Txn / Mailing WIR Txn	
	Expedited Mail WIR Txn / Domestic Mail WIR Txn	

Docket No. 07728  
 Item No. 11  
 Page 26/40

**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2009 QUARTER 1**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docket No. 07728  
Item No. 11  
Page 27/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Delivery of mail to the correct address								
Delivery of mail in good condition								
Delivery of mail about the same time each day								
Carrier acts professionally								
Overall rating of your mail delivery service								
Convenient location of a post office								
Offering convenient ways to buy stamps/postage								
The time it usually takes for a letter you send to be delivered in your local area								
The time it usually takes for a letter you send to be delivered in other parts of the country								
Offering mailing options that meet your needs (such as Priority Mail®, Delivery Confirmation(TM), Certified Mail(TM), Insured)								
Convenient location of a mail collection box								
Convenient pick-up times from mail collection box								
Level of confidence that mail you send is received								
Security of the mail you send (that it will remain unopened and safe from theft)								
Waiting time in line								
Convenience of hours								
Availability of parking								
Staffing of windows during busy times								
Clerks were courteous and pleasant								
Clerks worked efficiently and valued your time								
Clerks provided the information needed to complete your tasks								
Clerks acted professionally								
Signs for products and services provided information you needed								
Lobby was well-maintained								
Mailing forms were available								
Overall rating of the post office you visited most often								
Ability to reach someone who could help for most recent contact								
Being dealt with in a courteous, professional manner for most recent contact								
Speed of response for most recent contact								
Obtaining the information or help you needed for most recent contact								
Accuracy of the information for most recent contact								
Having the information you needed on the Postal Service Web site								

**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2009 QUARTER 1**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docker No. 07728  
Item No. 11  
Page 28/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Being easy to find the information you needed on the Postal Service Web site								
Prompt start-up of delivery to your forwarding address								
Delivery of forwarded mail within reasonable number of days								
Delivery of forwarded mail to correct address								
Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received								



**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2009 QUARTER 2**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docket No. 07728  
Item No. 11  
Page 29/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Delivery of mail to the correct address								
Delivery of mail in good condition								
Delivery of mail about the same time each day								
Carrier acts professionally								
Overall rating of your mail delivery service								
Convenient location of a post office								
Offering convenient ways to buy stamps/postage								
The time it usually takes for a letter you send to be delivered in your local area								
The time it usually takes for a letter you send to be delivered in other parts of the country								
Offering mailing options that meet your needs (such as Priority Mail®, Delivery Confirmation(TM), Certified Mail(TM), Insured)								
Convenient location of a mail collection box								
Convenient pick-up times from mail collection box								
Level of confidence that mail you send is received								
Security of the mail you send (that it will remain unopened and safe from theft)								
Waiting time in line								
Convenience of hours								
Availability of parking								
Staffing of windows during busy times								
Clerks were courteous and pleasant								
Clerks worked efficiently and valued your time								
Clerks provided the information needed to complete your tasks								
Clerks acted professionally								
Signs for products and services provided information you needed								
Lobby was well-maintained								
Mailing forms were available								
Overall rating of the post office you visited most often								
Ability to reach someone who could help for most recent contact								
Being dealt with in a courteous, professional manner for most recent contact								
Speed of response for most recent contact								
Obtaining the information or help you needed for most recent contact								
Accuracy of the information for most recent contact								
Having the information you needed on the Postal Service Web site								

**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2009 QUARTER 2**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docket No. 07728  
Item No. 11  
Page 30/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Being easy to find the information you needed on the Postal Service Web site								
Prompt start-up of delivery to your forwarding address								
Delivery of forwarded mail within reasonable number of days								
Delivery of forwarded mail to correct address								
Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received								

**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2009 QUARTER 3**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docket No. 07728  
Item No. 11  
Page 31/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Delivery of mail to the correct address								
Delivery of mail in good condition								
Delivery of mail about the same time each day								
Carrier acts professionally								
Overall rating of your mail delivery service								
Convenient location of a post office								
Offering convenient ways to buy stamps/postage								
The time it usually takes for a letter you send to be delivered in your local area								
The time it usually takes for a letter you send to be delivered in other parts of the country								
Offering mailing options that meet your needs (such as Priority Mail®, Delivery Confirmation(TM), Certified Mail(TM), Insured)								
Convenient location of a mail collection box								
Convenient pick-up times from mail collection box								
Level of confidence that mail you send is received								
Security of the mail you send (that it will remain unopened and safe from theft)								
Waiting time in line								
Convenience of hours								
Availability of parking								
Staffing of windows during busy times								
Clerks were courteous and pleasant								
Clerks worked efficiently and valued your time								
Clerks provided the information needed to complete your tasks								
Clerks acted professionally								
Signs for products and services provided information you needed								
Lobby was well-maintained								
Mailing forms were available								
Overall rating of the post office you visited most often								
Having the information you needed on the Postal Service Web site								
Being easy to find the information you needed on the Postal Service Web site								
Thinking about all aspects of U.S. Postal Service performance during the past 30 days, please rate the service you have received								

**Detail Report**  
**RESIDENTIAL HOUSEHOLDS**  
**RATING Questions**  
**FY2008 QUARTER 4**  
**5-Digit ZIPCODE 07728 Summary**

CSM0005

Docket No. 07728  
Item No. 11  
Page 32/40

Area : A NEW YORK METRO  
PC : 088 CENTRAL NEW JERSEY  
ZIP5 : 07728 FREEHOLD

Question	Excellent	Very Good	Good	Fair	Poor	Ex/VG	Ex/VG/G	Number Resp
Delivery of mail to the correct address								
Delivery of mail in good condition								
Delivery of mail about the same time each day								
Carrier acts professionally								
Overall rating of your mail delivery service								
Convenient location of a post office								
Offering convenient ways to buy stamps/postage								
The time it usually takes for a letter you send to be delivered in your local area								
The time it usually takes for a letter you send to be delivered in other parts of the country								
Offering mailing options that meet your needs (such as Priority Mail®, Delivery Confirmation(TM), Certified Mail(TM), Insured)								
Convenient location of a mail collection box								
Convenient pick-up times from mail collection box								
Level of confidence that mail you send is received								
Security of the mail you send (that it will remain unopened and safe from theft)								
Waiting time in line								
Convenience of hours								
Availability of parking								
Staffing of windows during busy times								
Clerks were courteous and pleasant								
Clerks worked efficiently and valued your time								
Clerks provided the information needed to complete your tasks								
Clerks acted professionally								
Signs for products and services provided information you needed								
Lobby was well-maintained								
Mailing forms were available								
Overall rating of the post office you visited most often								
Ability to reach someone who could help for most recent contact								
Being dealt with in a courteous, professional manner for most recent contact								
Speed of response for most recent contact								
Obtaining the information or help you needed for most recent contact								
Accuracy of the information for most recent contact								
Having the information you needed on the Postal Service Web site								

CSM Residential/Small Business NPA Index Trend Report

Trend for Fiscal Year: 2009  
ZIP3 077 - MONMOUTH NJ

Baseline Oct YTD Nov YTD Dec YTD Jan YTD Feb YTD Mar YTD Apr YTD May YTD Jun YTD Jul YTD Aug YTD Sep YTD

Docket No. 01728  
Item No. 11  
Page 33/40

RESIDENTIAL HOUSEHOLDS

Contact Experience

- 14a. Accuracy of the information for most recent contact
- 14b. Obtaining the information or help you needed for most recent contact
- 14c. Speed of response for most recent contact

Contact Index

Post Office Experience

- 7a. Clerks provided the information needed to complete your tasks
- 7b. Clerks worked efficiently and valued your time
- 7c. Clerks were courteous and pleasant

Post Office Index

Delivery and Processing Experience

- 1b. Delivery of mail in good condition
- 3c. The time it usually takes for a letter you send to be delivered in your local area
- 1a. Delivery of mail to the correct address

Delivery and Processing Index

Total RESIDENTIAL HOUSEHOLDS

SMALL BUSINESS (PREFERRED) ACCOUNTS

Contact Experience

- 13a. Accuracy of the information for most recent contact for your business
- 13b. Obtaining the information or help you needed for most recent contact for your business
- 13c. Speed of response for most recent contact for your business

Contact Index

Post Office Experience

- 15a. Clerks provided the information needed to complete your tasks
- 15b. Clerks worked efficiently and valued your time

Post Office Index

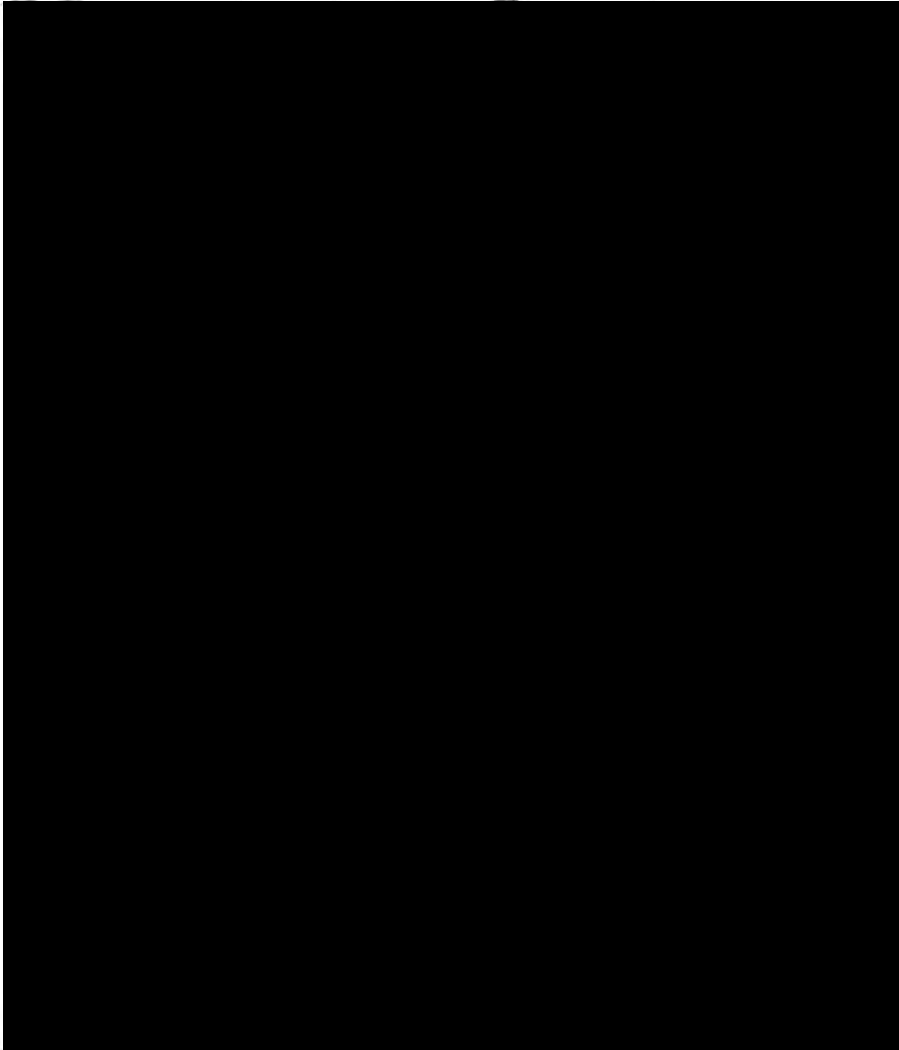
Delivery and Processing Experience

- 3d. Delivery of mail in good condition
- 5c. The time it usually takes for a letter your business sends to be delivered in your local area
- 3a. Time of day mail is delivered by carrier or can be picked up at post office
- 3b. Delivery of mail about the same time each day

Delivery and Processing Index

Total SMALL BUSINESS (PREFERRED) ACCOUNTS

Total ZIP3 077 - MONMOUTH NJ CSM NPA Index



**CSM Residential/Small Business NPA Index Report**

FY2009 Month 11 August YTD

ZIP3 Report

CSM0030

077 - MONMOUTH NJ

**Residential**

EX (1000 pts)	VG (750 pts)	Question Score	INDEX
------------------	-----------------	-------------------	-------

**Contact Experience**

- 14e. Accuracy of the information for most recent contact
- 14d. Obtaining the information or help you needed for most recent contact
- 14c. Speed of response for most recent contact

**Post Office Experience**

- 7g. Clerks provided the information needed to complete your tasks
- 7f. Clerks worked efficiently and valued your time
- 7e. Clerks were courteous and pleasant

**Delivery and Processing Experience**

- 1b. Delivery of mail in good condition
- 3c. The time it usually takes for a letter you send to be delivered in your local area
- 1a. Delivery of mail to the correct address

**Small Business**

EX (1000 pts)	VG (750 pts)	Question Score	INDEX
------------------	-----------------	-------------------	-------

**Contact Experience**

- 13e. Accuracy of the information for most recent contact for your business
- 13d. Obtaining the information or help you needed for most recent contact for your business
- 13c. Speed of response for most recent contact for your business

**Post Office Experience**

- 15g. Clerks provided the information needed to complete your tasks
- 15f. Clerks worked efficiently and valued your time

**Delivery and Processing Experience**

- 3d. Delivery of mail in good condition
- 5c. The time it usually takes for a letter your business sends to be delivered in your local area
- 3a. Time of day mail is delivered by carrier or can be picked up at post office
- 3b. Delivery of mail about the same time each day

077 - MONMOUTH NJ Total CSM Index (40% x Residential + 60% x Small Business)

Docket No. 07728Item No. 11Page 34

Page 1 of 1



WOS Earned - Actual Staffing Graph

Docket No. 07728  
Item No. 11  
Page 31 / 46

Total number of rows: 21

Total number of columns: 2

Report Filter:

((Retail Unit) = FREEHOLD: [REDACTED]) And (Month = Mar 2009 or Oct 2008)

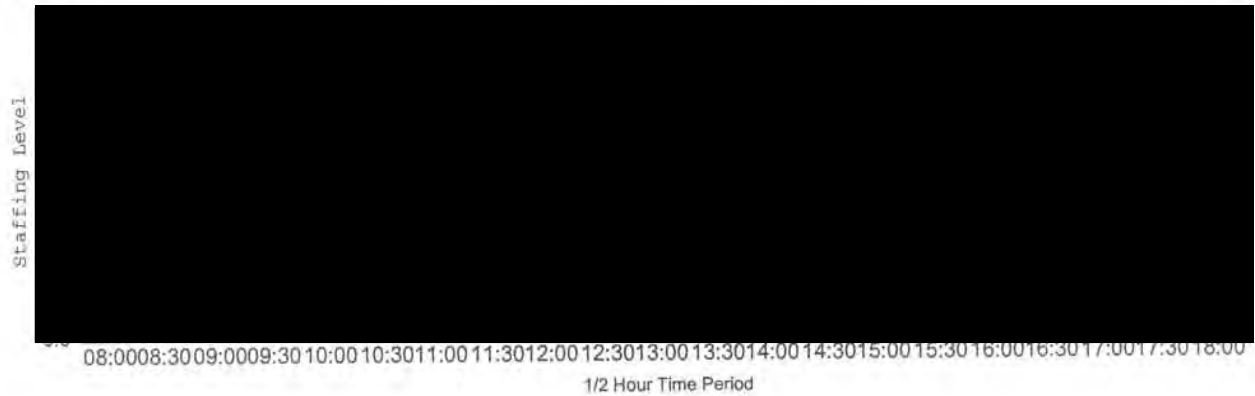




WOS Earned - Actual Staffing Graph

## WOS Earned - Actual Staffing Graph

The Actual Terminal Staffing is based on activity at the Front Office Counters and Passport terminals ONLY.



1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
08:00			
08:30			
09:00			
09:30			
10:00			
10:30			
11:00			
11:30			
12:00			
12:30			
13:00			
13:30			
14:00			
14:30			
15:00			
15:30			
16:00			
16:30			
17:00			

Docket No. 07728  
Item No. 11  
Page 37/40



WOS Earned - Actual Staffing Graph

1/2 Hour of Day	Metrics	WOS Earned Staffing Per Day	Actual Terminal Staffing per Day
17:30			
18:00			



Mystery Shopper - Wait Times

Total number of rows: 9

Total number of columns: 8

Report Filter:

(Retail Unit) = FREEHOLD [REDACTED] And (Fiscal Year) = FY 2009

Docket No. 07728  
Item No. 11  
Page 38/40

Docket No. 07728  
Item No. 11  
Page 39/40

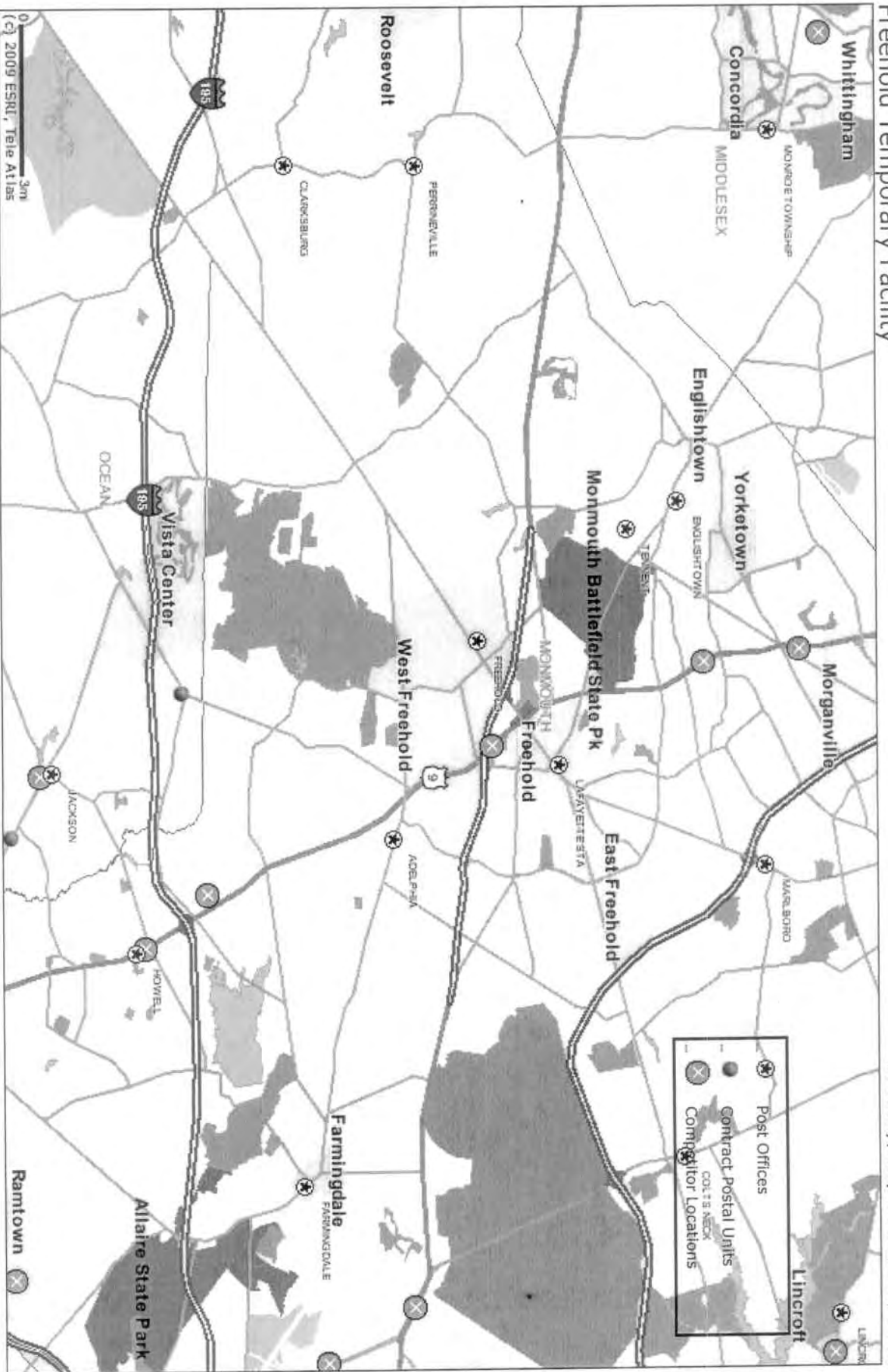


Mystery Shopper - Wait Times

District	Retail Unit	Retail Unit Unit	LOC	Mystery Shop Shop	Mystery Shop Shop	Metric	Wait Time	Total Stations Staffed	Lobby Assistant (Y/N)	Total Revenue and Non-Revenue Transactions	Stamps Only Visits	Alternate Access Eligible Visits	Mail Pickup Only Visits
CENTRAL NEW JERSEY/FREEHOLD													

Tuesday, September 29, 2009

# Freehold Temporary Facility



Docket No. 07728  
 Item No. 11  
 Page 40 / 40

**Official Record Index-Freehold NJ 07728 Lafayette Station Trailer**

<b>Item No.</b>	<b>Description</b>	<b>Date Entered into Record</b>
1.	Request/Authorization for discontinuance review	7-31-09
2.	Map Lafayette Station/Trailer	8-1-09
3.	Profile of Freehold Borough Community	8-2-09
4.	Photos of Lafayette Station/Trailer	11-3-09
5.	Safety Issues and violations noted at Trailer	11-3-09
6.	Correspondence with Congressmen/Mayor	11-3-09
7.	Community meeting with Borough Officials	11-3-09
8.	Note to Official Record-Summary of Events	11-3-09
9.	Questionnaire and cover letter to customers	10-6-09
10.	Questionnaire analysis and response to customers Along with several supplemental letters	11-12-09
11.	Discontinuance checklist and supporting documentation	11-4-09
12.	Return On Investment-ROI Cost Sheet	11-9-09
13.	Final Proposal	11-13-09
14.	Final Proposal cover letter	11-17-09
15.	HQ Final Determination to close the Lafayette Station Trailer.	03-21-11

DEAN J. GRANHOLM  
VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS

Docket No. 07728  
Item No. 15  
Page 1



DISTRICT MANAGER  
CUSTOMER SERVICE AND SALES  
SOUTH JERSEY DISTRICT  
PO BOX 9001  
BELLMAWR, NJ 08099-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination  
Lafayette, NJ Classified Station 07728-9998

The final determination to discontinue the subject office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office by the district.

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin post office change announcement form in its entirety and send it to this office (in triplicate). One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management for the post office change announcement. Please note that Headquarters Address Management will not announce any post office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

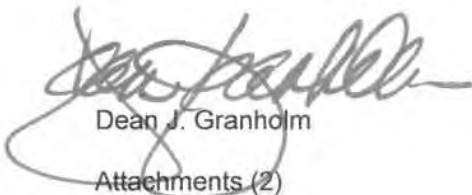
Please coordinate with your Address Management System unit to make sure that the Address Management System (AMS) Report is updated according to existing Headquarters Address Management instructions.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination documents must be added to that record. Do not send them to Headquarters. The official record should be archived at the district by the post office review coordinator after the post office change announcement has appeared in the Postal Bulletin.

Please contact Richard Rudez at (202) 268-5062 if assistance is needed.

Thank you for your assistance.

  
Dean J. Granholm  
Attachments (2)



Docket No. 07728  
Item No. 15  
Page 2

**Postal Bulletin Post Office Change Announcement Form  
Final Determination 30-Day Posting Dates**

**Post Office Final Determination Posting Dates\***

Date posted: \_\_\_\_\_ Actual discontinuance date: \_\_\_\_\_  
Date removed: \_\_\_\_\_ Official discontinuance date: \_\_\_\_\_  
No. of days posted: \_\_\_\_\_ (Headquarters entry) \_\_\_\_\_

**Note:** Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday 90 days after the final determination is posted. For a community post office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

**BEFORE CHANGE  
POST OFFICE INFORMATION**

Post Office  
name and state: \_\_\_\_\_  
ZIP Code: \_\_\_\_\_ Finance no.: \_\_\_\_\_  
County/parish: \_\_\_\_\_  
Type of discontinuance:  
Consolidate ( ) Close ( )

**Type of discontinued facility**

Post Office ( )  
Classified Station ( ) Branch ( )  
Community Post Office (CPO) ( )

Coordinator name and title \_\_\_\_\_  
Telephone: \_\_\_\_\_

**AFTER CHANGE  
POST OFFICE INFORMATION**

Administrative  
Post Office: \_\_\_\_\_  
ZIP Code: \_\_\_\_\_ Finance no.: \_\_\_\_\_  
County/parish: \_\_\_\_\_  
Original name retained? Yes ( ) No ( )  
New last line of customer address is: \_\_\_\_\_

**Type of replacement service**

Post Office ( ) Route ( )  
Classified Station ( ) Branch ( )  
Contract Unit ( ) Community Post Office ( )

Date \_\_\_\_\_  
(Location) District \_\_\_\_\_

**Mailing instructions for independent post office discontinuance.** When the final determination is removed, send the round-dated front cover showing the posting dates and three copies of this Postal Bulletin Post Office Change Announcement Form to:

RICHARD RUDEZ  
MANAGER RETAIL OPERATIONS  
US POSTAL SERVICE  
475 L'ENFANT PLAZA, S.W., ROOM 6806  
FAX: 202-268-2048  
WASHINGTON, DC 20260-6806

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, USPS Headquarters.

**Mailing instructions for CPO/classified station/classified branch discontinuance.** Immediately submit three copies of this announcement form to the above address. For non-suspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

**For more information, call (202) 268-5062.**

Headquarters entry: (X) TL ( ) HS

\*Final determination posting is not required for CPO, classified station, or classified branch discontinuance. Final determination for an independent post office must be posted for at least 30 days.

## **I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS**

The Postal Service has determined to close the Lafayette, NJ Classified Station located at 13 Lafayette Street and provide post office box delivery service at the Freehold, NJ Post Office, located 2.5 miles away. The Postal Service plans on relocating the post office box sections to the Freehold Post Office. Customers opting for post office box service at the Freehold Post Office will be able to retain their address.

Service was suspended at the Lafayette Contract Postal Unit (CPU) in 2002 as the facility was condemned. A trailer staffed by career clerks was temporarily established to avoid disruption of service to the community while solicitation was being made for a replacement contract. Multiple efforts to re-establish CPU service have been unsuccessful. The temporary trailer is in substandard condition. Building deficiencies include: no potable water, improper sewage disposal and substandard wiring. Retail transactions have declined at the Lafayette Station by approximately 6.3% since fiscal year 2009, while revenue has remained constant for the same period. The Postal Service feels that regular and effective service will continue to be provided through the Freehold Post Office.

The Lafayette Classified Station provides service 44 hours a week from 8:30 a.m. to 4:30 p.m., Monday through Friday, and 9 a.m. to 1 p.m. on Saturday to 354 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as Registered, Certified, Insured, Delivery Confirmation, Signature Confirmation, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 376. Office receipts for the last three years were: \$745,402 in FY-2008; \$660,794 in FY-2009 and \$660,928 in FY-2010. There are no permit mail customers.

When this final determination is implemented, delivery and retail services will be provided by the Freehold Post Office. All operations will be moved to this location. Window service hours at Freehold are from 8:30 a.m. to 5 p.m., Monday through Friday and 9 a.m. to 1 p.m. on Saturday. There are 179 Post Office boxes available. Additionally, the Postal Service plans on relocating the Lafayette post office box sections to the Freehold Post Office.

On July 20, 2009, representatives from the Postal Service met with local representatives from the community to discuss the study of the Lafayette Classified Station for possible closure.

On October 7, 2009 questionnaires were distributed to delivery customers of the Lafayette Station. Questionnaires were also available over the counter for retail customers at Lafayette. One hundred eighty-four questionnaires were returned. Nineteen favorable, 86 were unfavorable and 79 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires and at the meeting:

1. **Concern:** Customers expressed concern that the Freehold Post Office was not convenient for the customers living in the Lafayette community.

**Response:** The Postal Service is proposing to move the post office box section to the Freehold Post Office, since it has room to accommodate more boxes. We understand that the distance may cause an inconvenience for some customers. Customers also have the option of city delivery service to their residence.

2. **Concern:** Customers were concerned that delivery would be later in the day.

**Response:** The post office box uptime at the Freehold Post Office is ½ hour earlier than the Lafayette Station. Customers should expect earlier delivery of their mail.

3. **Concern:** Customers expressed concern over the long lines at the Freehold Post Office.

**Response:** The Postal Service has a goal to keep customers wait time in line at 5 minutes or under. The Postal Service will continue to monitor window operations to try to alleviate any excessive wait in line to obtain services. Customers can also help the situation by trying to visit offices during non peak times, which are generally when the window opens in the morning, during lunch and closing time. The Postal Service is certainly aware that customers live busy lives and we have taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at [www.usps.com](http://www.usps.com). Customers can also purchase stamps by phone at (800) 782-6724 or on-line at [www.usps.com](http://www.usps.com).

4. **Concern:** A customer stated that mail had gotten lost that he mailed from his residence.

**Response:** Customers are encouraged to contact the Freehold Post Office regarding lost or stolen mail.

5. **Concern:** A customer stated that having his mail forwarded to his home from his post office box at no cost sounded reasonable.

**Response:** Home delivery is an option to Lafayette customers. However, customers will still be able to maintain their post office box service at the Freehold Post Office.

6. **Concern:** Customers expressed concern that postal employees at the Freehold Post Office are not polite and that the employees at Lafayette are great and always polite.

**Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

7. **Concern:** Customers expressed concern about misdelivered mail from their letter carrier.

**Response:** The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

8. **Concern:** A customer stated that he purchased money orders at the Lafayette Station.

**Response:** The Freehold Post Office offers the same services as the Lafayette Station with extended retail hours Monday through Friday.

9. **Concern:** Customers were concerned about mail security.

**Response:** The Freehold Post Office will have post office box service and will continue to provide the security and sanctity of mail offered by the Lafayette Station.

10. **Concern:** Customers stated the questionnaires were only mailed to post office box customers at the Lafayette Station.

**Response:** On October 7, 2009 questionnaires were distributed to delivery customers of the Lafayette Station. Questionnaires were also available over the counter for retail customers at Lafayette.

11. **Concern:** A customer stated that a city letter carrier would not be able to deliver the volume of mail he receives.

**Response:** City letter carriers deliver large volumes of mail on a daily basis. Routes are adjusted to accommodate mail volume and number of deliveries.

12. **Concern:** A customer stated that he had difficulty receiving Certified, Registered and Express Mail from a city letter carrier.

**Response:** Certified, Registered and Express Mail all require special handling by the carrier. We regret any difficulty you had with the carrier and encourage you to contact the Freehold Post Office if you have a problem in the future.

13. **Concern:** Customers were concerned about having to travel to another post office for service.

**Response:** Some customers will have to travel farther to obtain services. Customers also have the option of carrier delivery which would eliminate trips to the post office to obtain their mail. The Postal Service has taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at [www.usps.com](http://www.usps.com). Customers can also purchase stamps by phone at (800) 782-6724 or on-line at [www.usps.com](http://www.usps.com).

14. **Concern:** Customers were concerned about parking and traffic congestion at the Freehold Post Office.

**Response:** The Freehold Post Office is located in a shopping complex and has 28 parking spots. Customers can help the parking and traffic congestion situations by trying to visit offices during non peak times, which are generally, when the window opens in the morning, during lunch and closing time.

**Some advantages to the final determination are:**

1. The Freehold Post Office will continue to provide nonpostal services, a community gathering place, and an information center.
2. Provides the same retail service as the Lafayette Classified Station.
3. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.
4. Customer service will be enhanced by expanded window service hours, and will be accessible to the handicapped.

**Some disadvantages to the final determination are:**

1. Loss of retail outlet in the Lafayette area.
2. Customers needing services from a post office will have to travel to another location for those services. However, the Postal Service has taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at [www.usps.com](http://www.usps.com). Customers can also purchase stamps by phone at (800) 782-6724 or on-line at [www.usps.com](http://www.usps.com). The Freehold Post Office is located 2.5 miles away.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Lafayette is located in the incorporated borough of Freehold. The area is administered politically by a mayor. Police and fire protection are provided by the Freehold Borough. The community is comprised of retired people, transients, those who commute to work at nearby communities, local business owners and those who work in local businesses.

There are numerous stores, banks, religious institutions and businesses located in the Lafayette area. Residents travel to nearby communities for supplies and services.

The following non-postal concerns were expressed on the returned questionnaires and at the meeting:

1. **Concern:** Customers were concerned about senior citizens.

**Response:** The Postal Service has taken steps to make obtaining services and products easier. Stamps by Mail envelopes are available at your local office. Alternate locations to buy stamps are listed under "Locate a Post Office" at [www.usps.com](http://www.usps.com). Customers can also purchase stamps by phone at (800) 782-6724 or on-line at [www.usps.com](http://www.usps.com). The Freehold Post Office is located 2.5 miles away. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services to customers residences. Customers do not have to make a special trip to the post office to pick up their mail. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Freehold postmaster for more information.

2. **Concern:** Customers stated that the community deserves a post office because it is located in the county seat.

**Response:** Communities require regular and effective postal services, and these will always be provided to the Lafayette customers. Efforts to reestablish the CPU were unsuccessful; and the trailer was provided as a temporary solution. A new lease would require a building which meets federal guidelines. A postal facility is not constructed when effective and regular service can be provided by a more cost-effective alternate service.

Nonpostal services provided at the Lafayette Classified Station will be available at the Freehold Post Office.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. However, service through the Freehold Post Office and through carrier delivery will accommodate future growth.

No change of address will be required for customers choosing post office box service at the Freehold Post Office.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



### **III. EFFECT ON EMPLOYEES**

The clerks will be reassigned to the Freehold Post Office and maintain bidding status within that office. No other employee will be adversely affected.

### **IV. ECONOMIC SAVINGS**

The Postal Service estimates annual savings of \$153,368 with a breakdown as follows:

Clerk Salary (PS-6, Minimum)	\$81,116
Fringe Benefits @33.5%	27,174
Inter-Station Mail Transportation	24,028
Rental Costs, Plus Utilities	+21,620
Total Annual Costs	\$159,492
Less Cost of Replacement Service	- 6,124
Total Annual Savings	\$153,368

A one time expense of \$24,321 will be incurred for building modifications.

### **V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.

### **VI. SUMMARY**

The Postal Service has determined to close the Lafayette Classified Station and provide post office box delivery service at the Freehold Post Office, located 2.5 miles away. The Postal Service plans on relocating the post office box sections to the Freehold Post Office. Customers opting for post office box service at the Freehold Post Office will be able to retain their address.

Service was suspended at the Lafayette CPU in 2002 as the facility was condemned. A trailer staffed by career clerks was temporarily established to avoid disruption of service to the community while solicitation was being made for a replacement contract. Multiple efforts to re-establish CPU service have been unsuccessful. The temporary trailer is in substandard condition. Building deficiencies include: no potable water, improper sewage disposal and substandard wiring. Retail transactions have declined at the Lafayette Station by approximately 6.3% since fiscal year 2009, while revenue has remained constant for the same period. The Postal Service feels that regular and effective service will continue to be provided through the Freehold Post Office.

The clerks will be reassigned to the Freehold Post Office and maintain bidding status within that office. No other employee will be adversely affected.

The Lafayette Station provides 44 hours of window service per week to 354 customers. Daily retail window transactions average 376. There are no permit mailers.

There will be a loss of a retail outlet in the area. However, post office box service at the Freehold Post Office will continue to provide effective and regular service. No change of address will be required for customers choosing post office box service at the Freehold Post Office. The Postal Service will save an estimated \$153,368 annually. A disadvantage to some may be in the extra travel to obtain services.

Docket No. 07728  
Item No. 15  
Page 9

Docket Number 07728

-6-

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

**VII. NOTICES**

Notify customers of the permanent discontinuance of the Lafayette Station and advise them of the hours of operation and services available at the Freehold Post Office.



Dean J. Granholm  
Vice President  
Delivery and Post Office Operations

03/14/2011

Date



DATE: November 17, 2009

SUBJECT: Freehold, NJ, NJ 07728  
Lafayette Station/Trailer-Discontinuance

TO: Manager Customer Service Operations  
Attn: Kim Matalik  
USPS Headquarters  
475 L'Enfant Plaza SW, Room 5621  
Washington, DC 20260-5621

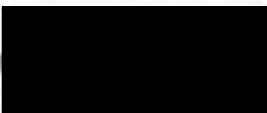

Docket No. 07728  
Item No. 14  
Page 1 of 3

Attached find the required Classified Station/Branch Discontinuance Worksheet and other supporting documentation, as specified by Handbook PO 101 Chapter 2. These along with a formal proposal format with summarizing reasons for the enclosed classified station/branch discontinuance are submitted for your consideration. This office is requesting approval to discontinue the Lafayette Station/Trailer administered by the Freehold, NJ 07728 Main Post Office.

After reviewing the attached data, it is our conclusion that discontinuance of Lafayette Station/Trailer will enable the USPS to provide comparable or better service to customers through the Main Office in Freehold, NJ with increased operational hours, adequate parking, and full retail services. A savings to the USPS will result. There will be minimal impact to customers and employees. For these and all reasons cited in our proposal as justification, we request approval from your office to discontinue this classified branch.

Please advise this office of your decision.

Questions may be directed to Gary Dunham, Investigative Coordinator for P.O. Reviews for South Jersey District at 856-933-4413.

  
 Joseph S. Diglio  
District Manager

Attachments

cc:  
Eastern Area VP  
MGR OPS  
MGR C.S./Marketing  
POOM  
PM, Freehold, NJ  
MGR Budget

MGR Eastern Area Retail-Nancy Digiacomo  
MGR DCSP  
MGR AMS  
DRA/Investigative Coordinator  
Communications Spec-PAC-Daiutolo

DATE: November 17, 2009

SUBJECT: Freehold, NJ, NJ 07728  
Lafayette Station/Trailer-Discontinuance

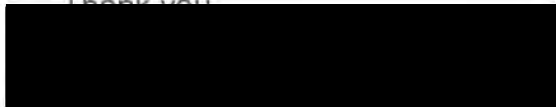
TO: Nancy Digiacomio  
Manager Retail  
USPS Eastern Area  
5315 Campbells Run  
Pittsburgh, PA 15277-7090

Docket No. 07728  
Item No. 14  
Page 2 of 3

Enclosed find one (1) Station/Branch Discontinuance Proposal from South Jersey District. It is for Lafayette Station/Trailer of Freehold, NJ. The proposal has been prepared per HQ instructions as directed by PO-101 Handbook and recent updates received from the Area and HQ. All customer questionnaires are enclosed in a separate binder due to their quantity. We appreciate your prompt review and consideration of this proposal, so it can be expedited to HQ Customer Service Operations for their review and potential approval.

Questions may be directed to me at 856-933-4413.

Thank you,

  
Gary Dunham, DRA  
Investigative Coordinator for Post Office Reviews

Attachments

cc:  
MGR OPS  
MGR DCSP  
MGR C.S./Marketing  
DRA/Investigative Coordinator  
Communications Spec-PAC-Dalutolo  
MGR Budget & Financial Analysis  
MGR Consumer Affairs



Docket No. 07728  
Item No. 14  
Page 1 of 3

November 25, 2009

VICE PRESIDENT, DELIVERY AND RETAIL  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA RM 5621  
WASHINGTON DC 20260-5621  
ATTN: MANAGER, CUSTOMER SERVICE OPERATIONS

SUBJECT: OFFICIAL RECORD-FREEHOLD, NJ LAFAYETTE STATION/TRAILER  
DOCKET #07728

Enclosed for your review and approval is the official record to discontinue the Freehold, NJ Lafayette Station/Trailer.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Gary Dunham, Investigative Coordinator for Post Office Reviews at 856-933-4413 or Charlie Lafferty, Post Office Review Coordinator at 856-933-4428.

  
Joseph S. Diglio  
District Manager  
Customer Service and Sales

Enclosures: One copy of record  
Headquarters' acknowledgment of receipt of official record (optional)  
Self-addressed envelope

Concurrence:

\_\_\_\_\_  
Megan J. Brennan  
Vice President, Area Operations, Eastern Area

\_\_\_\_\_  
Date

## FINAL PROPOSAL

Docket No. 07728  
Item No. 13  
Page 105

### 1. Responsiveness to Community Postal Needs

The USPS is proposing to discontinue and close the Freehold NJ Lafayette Station/Trailer which is administratively responsible to Postmaster of Freehold, NJ 07728, an EAS 22 facility. Lafayette Station/Trailer shares the same ZIP code and finance number with the MPO in Freehold. Approximately 7+ years ago, a CPU in Freehold NJ was closed due to financial irregularities. At the time there were 400 P.O. Box customers and the Freehold Borough offered free space in a municipal parking lot to place a "temporary" USPS Trailer to service the former CPU customers, until a new CPU contract could be obtained. Since 2002, there have been a total of five (5) solicitations for a new CPU contract. July/Aug 2002; Aug. 13, 2004; Feb 10, 2006; Feb. 29, 2008; and April 10, 2009. None produced successful qualified bidders. And it must be noted that any new CPU contracts can not have P.O. Boxes as part of the contractor workload. South Jersey District inherited this situation from the former Central, NJ District in April 2009 and researched and prepared a proposal since that time. This trailer was established to be "temporary" despite the length of time the Central NJ District allowed it to operate. USPS Safety Office cites numerous safety and OSHA violations with the trailer. The Freehold, NJ Lafayette Station/Trailer is still being staffed by two USPS employees and has retail & [REDACTED] rented P.O. Boxes. There is no management staff in the station. The Trailer shares the ZIP code with the MPO, 07728. Window hours at the MPO and lobby access are longer than at the trailer for all days of the week. The lease expires in December 2009 after having been extended to that point. It appears that it will be on a month to month after that date. This review proposes to discontinue Freehold Lafayette Station/Trailer and to merge its P.O. Boxes into the Freehold MPO along with its retail operation.

Lafayette Station/Trailer is staffed by two FT clerks on weekdays and Saturdays. The Lafayette Station/Trailer is 2.5 miles from the Freehold MPO. For customer convenience the Freehold MPO provides full retail service and extended lobby hours, with more staffed windows than Lafayette. Additionally, it offers customer parking areas and plenty of new P.O. Boxes available ([REDACTED]) for use by Lafayette customers, plus extra screenline space has been added for relocating the Lafayette Station/Trailer P.O. Box modules, so that all [REDACTED] Box Customers will be able to be relocated to MPO.

At present, there are three hundred and seventy five (375) P.O. Box customers at Lafayette Station/Trailer. This is a retail and P.O. Box only facility. Window services are available eight (8) hours per weekday 8:30AM-4:30PM and from 9AM to 1PM on Saturdays. There are no permit mailers and no postage meter customers in the branch. Walk In Revenue for the last three fiscal years was: \$ [REDACTED] in 2009, \$ [REDACTED] in 2008, and \$ [REDACTED] in 2007. This indicates a decline in revenue over the last three years.

Lafayette Station/Trailer only offers premium P.O. Box delivery service for those customers who opt to pay for that service. If this proposal is approved, all of the

present Lafayette P.O. Box customers will have their service transferred to Freehold MPO lobby. Most (but not all) will retain the same box number, but not necessarily the same size or rental fee. Retail services will be full with an increased window service staff and longer retail hours available in the Freehold MPO than are in Lafayette Station/Trailer. Service hours for window at the Freehold MPO are and will continue to be 8:30AM-5PM Monday through Friday for a total of 8 ½ hours which is longer than presently at Lafayette Station/Trailer and 9AM-1PM on Saturdays which is the same as Lafayette.

The present lease for trailer only at Lafayette is until the end of December 2009 and then will be renewed on a month to month basis. Yes this trailer lease does have a termination clause. The lease annual rate is \$11,400 plus \$10,520 for utilities totaling \$21,920.

**Some advantages of discontinuing the Lafayette Station/Trailer:**

- A. Customers are only 2.5 miles from the Freehold MPO.
- B. The Freehold MPO has longer window service, and an APC- Automated Postal Center, as well as full retail state of the art services and more window staff to handle customer transactions.
- C. Most of the P.O. Box Customers will have the same box numbers as they presently have so there will be minimal to no inconvenience and no need to notify correspondents of any change in address for most customers.
- D. Residential and business customers who live and/or work around Lafayette Station/Trailer customer service area, already qualify for city delivery service from Freehold NJ P.O. But they may continue to pay for the premium P.O. Box service (at the MPO) that they are presently receiving at Lafayette Station/Trailer with no change at all to their mail delivery.
- E. A savings will result for the USPS, which is a savings for customers in the terms of stable postage rates and more efficient use of personnel.
- F. Unsafe working conditions identified by Safety at the trailer will be eliminated by relocating to the MPO.

**Some disadvantages are:**

- A. The loss of a retail outlet within the area. Customers will have to drive 2.5 miles if they desire to continue their premium P.O. Box Service at the Freehold MPO facility.
- B. While *most* P.O. Box Customers will have the same box numbers as they presently have, some will not have the same box size or rental fee. This may be an inconvenience.

Docket No. 07728  
Item No. 13  
Page 2 of 5



Taking all available information into consideration we believe this proposal will continue to provide effective and regular service to Lafayette Station/Trailer area customers through the Freehold MPO facility. In fact, service will actually improve because of increased hours to the public and more clerk window positions available for service.

## **2. Effect on the community**

The primary users of Lafayette Station/Trailer are residents and businesses in that area that presently choose to walk or drive to the office for premium P.O. Box service. Residents in the Freehold NJ Post Office delivery area already qualify for and can have delivery service from Freehold MPO if they desire. The proposed relocation of the Lafayette Station/Trailer branch P.O. Boxes will be to the Freehold NJ MPO, a site that is 2.5 miles from Lafayette. Most of the present [REDACTED] rented P.O. Box customers in Lafayette Station/Trailer will be able to have a box at the MPO that is the same P.O. Box number and address as their present P.O. Box, but which may be a different size and rental rate. At Freehold MPO there are [REDACTED] unrented P.O. Boxes for use by Lafayette customers, plus extra screenline space has been added for relocating the Lafayette Station/Trailer P.O. Box modules.

Lafayette Station/Trailer is located in Freehold Borough in Monmouth County NJ and is delivered by the Freehold, NJ Post Office (which is physically located in Freehold Township). Freehold Borough was originally established as a town in 1869 from various parts within the present Freehold Township. The town became an independent Township in 1888 and in 1919 was incorporated as a borough. Freehold Borough area is approximately 2 sq. miles in size. The most recent census indicates a population of 10,976 in 3,695 households. The demographics of the area are 71% white, 16% African American 13 % Hispanic, Latino, or other.

Based upon this obtained information, the USPS believes that this proposal will not adversely affect Freehold area customer service, since the nearby Freehold MPO can provide the same and even greater retail and delivery services than are available at the Lafayette Station/Trailer presently.

## **3. Effect on employees**

There presently are two (2) full time clerks who work at Lafayette Station/Trailer, for the 8 hours per day Mon. - Fri. The branch is open 4 hrs on Saturday. This equates to \$ [REDACTED] of annual salaries wo/COLA. [REDACTED]

[REDACTED]

Docket No. 01128  
Item No. 13  
Page 3 of 5

#### 4. Economic savings

2 FT clerk divided hrs (wo/COLA)

\$

Fringe Benefits

Rent (including utilities)

21,620

Inter-station Mail Transport

Misc. Expenses

Total Costs

\$

Cost of retained 2 FT clerks

\$

Cost of retained clerk fringe benefits

Total Annual Savings

\$

#### 5. Other factors for consideration

Approximately 375 questionnaires were delivered to Freehold Lafayette Station/Trailer P.O. Box customers and additional copies made available in the lobby. A total of 184 were returned or 49.1%, therefore 50.9% of the Lafayette Station/Trailer customers did not respond.

Of the 184 questionnaires returned, 19 were favorable, 79 expressed no opinion, and 86 were unfavorable. As a result, 53.3% of those that did respond were either favorable or had no opinion about the current service and 46.7% were unfavorable in their responses about the proposal to close Lafayette Station/Trailer and the level of service that they felt they would receive at the Freehold, NJ Main Post Office(MPO).

Combining favorable responses with responses expressing no opinion, along with those surveys that were not returned, 77.1 percent of Lafayette Station/Trailer customers have no known opposition to the proposed action.

#### 6. Summary

The USPS is proposing to discontinue and close the Lafayette Station/Trailer of Freehold, NJ 07728 that is administratively responsible to the Postmaster of Freehold, NJ 07728. Lafayette Station/Trailer and Freehold both share the same ZIP code and finance number. The Freehold MPO is located 2.5 miles from the Lafayette Station/Trailer.

Lafayette Station/Trailer presently provides retail services for 8hrs daily and 4 hrs on Saturdays and box lobby services for eight (8) hrs on weekdays and 4hrs on Saturdays.

Docket No. 07728

Item No. 13

Page 4 of 5



If Lafayette Station/Trailer is discontinued, all [REDACTED] P.O. Box customers will have their service relocated to the Freehold MPO 07728 only 2.5 miles away (unless they choose to take street delivery) and most customers will retain the same box number, mailing address and ZIP (07728) in Freehold MPO, but their box size and rental fee rate may change.

Ultimately, the customers will benefit from increased availability of services due to longer hours of retail operations at the Freehold MPO site. Additionally, there will be a larger lobby, and more window positions for convenience of customers. Delivery service always has been available to most of the Lafayette Station/Trailer P.O. Box customers who reside and/or work in the area, yet they have opted to pay for premium P.O. Box service.

The lease for the Lafayette Station/Trailer will expire at the end of December 2009, has a termination clause and will be placed on a month to month basis when it expires. The lease is presently \$11,100 plus utilities of \$10,520 annually for a total of \$21,620. The two Full Time Clerk positions may be adversely affected by the discontinuance, but in all probability after a Function 4 review junior PTF hours will be reduced in a proportional amount to what was used at the Lafayette Station. The advantages overwhelmingly outweigh the disadvantages. Therefore this proposal is warranted and submitted for consideration and approval.

Docket No. 07728  
Item No. 13  
Page 5 of 5

# **EXHIBIT 2**



A service of



# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 07728



- 1 Post Office™**  
**Location -**  
**LAFAYETTE STA**  
 13 LAFAYETTE ST  
 FREEHOLD, NJ  
 07728-3501  
 (800) ASK-USPS  
 (800) 275-8777  
 0.0 mi

**Business Hours**  
 Mon-Fri  
 8:30am-4:30pm  
 Sat  
 9:00am-1:00pm  
 Sun
- 2 Post Office™**  
**Location -**  
**FREEHOLD**  
 200 VILLAGE  
 CENTER DR  
 FREEHOLD, NJ  
 07728-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 2.2 mi

**Business Hours**  
 Mon-Fri  
 8:30am-5:00pm  
 Sat  
 9:00am-1:00pm  
 Sun

**Services**  
[Passport Application](#)  
[Services](#)  
[Automated Postal Centers®](#)

Service hours may vary. Please check link for business hours.
- 3 Post Office™**  
**Location -**  
**ADELPHIA**  
 16 WYCKOFF MILLS  
 RD  
 ADELPHIA, NJ 07710-  
 9800  
 (800) ASK-USPS  
 (800) 275-8777  
 3.1 mi

**Business Hours**  
 Mon-Fri  
 7:30am-4:30pm  
 Sat  
 8:00am-12:00pm  
 Sun

**Services**  
[Passport Application](#)  
[Services](#)

Service hours may vary. Please check link for business hours.
- 4 Post Office™**  
**Location -**  
**TENNENT**

**Business Hours**  
 Mon-Fri  
 8:00am-1:00pm

420 MAIN ST  
TENNENT, NJ 07763-  
9800  
(800) ASK-USPS  
(800) 275-8777

1:30pm-4:30pm  
Sat  
8:00am-12:00pm  
Sun

3.4 mi

**5 Post Office™**

**Location -**  
**MARLBORO**  
8 S MAIN ST STE 1  
MARLBORO, NJ  
07746-9998  
(800) ASK-USPS  
(800) 275-8777

**Business Hours**

Mon-Fri  
8:30am-7:00pm  
Sat  
8:30am-4:00pm  
Sun

**Services**

Passport Application  
Services

Service hours may vary. Please  
check link for business hours.

3.9 mi

**People and Business Search** Find people and businesses at [WhitePages.com](http://WhitePages.com)

People Search

Search for a person and  
perform a reverse lookup  
on phone numbers and  
addresses.

Business Search

Search for a business by name or  
category nationwide.

Reverse Phone Number

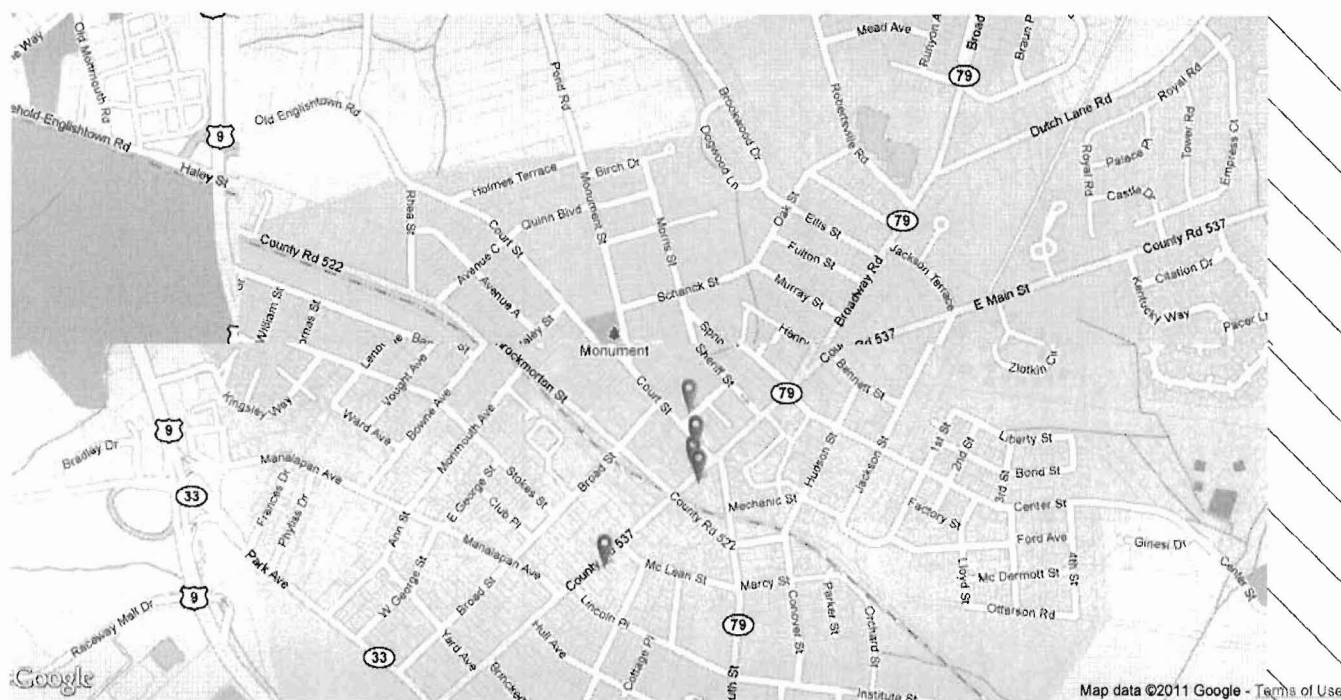
See who is calling you

Copyright ©1996-2011 WhitePages.com. [Legal Notice](#) and [Terms](#)

[Yellow Pages](#), [White Pages](#)

# **EXHIBIT 3**

13 Lafayette St., Freehold, NJ 07728



Copyright ©2011 USPS®. All rights reserved.

No FEAR Act EEO data

FOIA



# **EXHIBIT 4**

**APPLICATION OF THE UNITED STATES POSTAL SERVICE FOR NON-PUBLIC TREATMENT OF MATERIALS**

(July 7, 2011)

In accordance with 39 C.F.R. § 3007.21 and Order No. 225,<sup>1</sup> the United States Postal Service (Postal Service) applies for non-public treatment of certain materials filed under seal with the Commission. The Freehold Trailer Administrative Record includes financial and customer information related to operations at the Freehold Trailer 07728, and other postal retail facilities in close proximity to the Freehold Trailer.

**(1) The rationale for claiming that the materials are non-public, including the specific statutory basis for the claim, and a statement justifying application of the provision(s);**

The materials designated as non-public consist of information of a commercial nature that under good business practice would not be publicly disclosed. In the Postal Service's view, this information would be exempt from mandatory disclosure pursuant to 39 U.S.C. § 410(c)(2) and 5 U.S.C. § 552(b)(3). Materials designated as non-public also include personally identifiable information (PII) that was redacted in conformity with 39 U.S.C. § 410(c)(1) and 5 U.S.C. § 552(b)(6). Because the portions of the materials that the Postal Service applies to file under seal fall within the scope of information not required to be publicly disclosed, the Postal Service asks the Commission to support its determination that these materials qualify as exempt from public disclosure and grant its application for their non-public treatment.

---

<sup>1</sup> PRC Order No. 225, Final Rules Establishing Appropriate Confidentiality Procedures, PRC Docket No. RM2008-1 (June 19, 2009).



**(2) Identification, including name, phone number, and email address for any third-party who is known to have a proprietary interest in the materials, or if such an identification is sensitive, contact information for a Postal Service employee who shall provide notice to that third party;**

James M. Mecone  
United States Postal Service  
475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 268-6525; Fax -6187  
James.M.Mecone@usps.gov

**(3) A description of the materials claimed to be non-public in a manner that, without revealing the materials at issue, would allow a person to thoroughly evaluate the basis for the claim that they are non-public;**

The non-public material contains commercial information of the Postal Service, such as income, costs, and staffing at affected facilities. In addition, the PII of individual customers, including names, addresses, and contact information, is treated as non-public in this filing. The Postal Service maintains that the non-public portions of these materials should remain confidential.

**(4) Particular identification of the nature and extent of commercial harm alleged and the likelihood of such harm;**

If the information that the Postal Service seeks to protect from disclosure due to its confidential nature was disclosed publicly, the Postal Service considers it quite likely that it would suffer harm. Revealing Postal Service financial information would enable competitors to focus marketing efforts on particular Postal Service locations with many potential customers for the competitor. In particular, stations and branches are located in urban areas where competition with private commercial receiving agencies is quite common. The Postal Service considers it highly probable that, if this information were made public, local competitors would take advantage of it. In addition, although the harm

concerning disclosure of PII about customers is not “commercial” in nature, the Postal Service notes that the disclosure of the PII of its customers would expose these customers to an increased risk of invasions of privacy and the greater possibility of identity theft and related crimes.

**(5) At least one specific hypothetical, illustrative example of each alleged harm;**

Harm: Revealing facility-specific financial information would enable competitors to target the location for sales and marketing purposes.

Hypothetical: Facility-specific financial information at a particular location is revealed to the public. A nearby private commercial mail receiving agency reviews the information, and determines that a discontinuance will affect enough potential customers at the postal location to justify an advertising campaign targeted at existing Postal Service customers. The private company directs advertising for its mailbox and shipping services to existing Postal Service customers, thereby causing the Postal Service to lose business to the competitor.

Harm: Disclosing personal identifying information of Postal Service customers would expose these customers to an increased risk of identity theft and related crimes.

Hypothetical: A party uses the PII of Postal Service customers, in combination with other data sources, to steal a customer’s identity through fraudulent credit applications. This could have a temporary negative impact on the customer’s credit status, and prevent the customer from engaging in financial transactions until the false applications are purged from credit files.

**(6) The extent of protection from public disclosure deemed to be necessary;**

The Postal Service maintains that the redactions of PII should be withheld from any persons who have not agreed to the Commission's standard confidentiality requirements.

**(7) The length of time deemed necessary for the non-public materials to be protected from public disclosure with justification thereof; and**

The Commission's regulations provide that non-public materials shall lose non-public status ten years after the date of filing with the Commission, unless the Commission or its authorized representative enters an order extending the duration of that status. 39 C.F.R. § 3007.30. The Postal Service submits that the ten year period is not sufficient to protect the interests of individuals whose PII is included in the filed information. As such, the Postal Service believes that such information should be accorded non-public status indefinitely.

**(8) Any other factors or reasons relevant to support the application.**

Under current Postal Service practices, a discontinuance study for a station or branch, such as the Freehold Trailer, is not undertaken pursuant to the standards for a discontinuance study affecting an independent Post Office, where a formal proposal is posted for sixty days, with the underlying administrative record then made available for inspection. In discontinuance studies subject to section 404(d), customers participating in or providing input for the discontinuance study's purposes are customarily advised that their input may become part of a public record, a fact which customers may want to consider as they craft their comments or other input. With respect to participants in a

discontinuance study affecting a station or branch, however, study participants are not necessarily made aware that their input may become part of a public record. The Postal Service accordingly proceeds with an expectation that, consistent with 39 U.S.C. § 410(c)(1) and 5 U.S.C. § 552(b)(6), other federal agencies will also keep such information confidential.

***Conclusion***

For the reasons discussed, the Postal Service requests that the Commission grant this application for non-public treatment of the identified materials.